BlackBerry Enterprise Server for IBM Lotus Domino

Version: 5.0 | Service Pack: 2

Release Notes

BlackBerry

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New in this release

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Feature	Description
BlackBerry® Configuration Panel logging	When you use the BlackBerry Configuration Panel to configure high availability or change Microsoft® Active Directory® account information, the BlackBerry Configuration Panel writes the following information to its log file: • name of the Windows® account that you use to log in to the computer • date and time By default, the BlackBerry Configuration Panel stores its log file in the C:\Program Files\Research In Motion\BlackBerry Enterprise Server\Logs\Installer folder.
BlackBerry MDS Connection Service integrated authentication	When BlackBerry device users want to access your organization's resources from BlackBerry devices, you can configure the BlackBerry MDS Connection Service to authenticate users with your organization's network automatically using their Windows accounts.
changes to the BlackBerry Configuration Database schema	The changes to the BlackBerry Configuration Database schema for BlackBerry® Enterprise Server 5.0 SP2 are summarized in the UpgradeV99990101.sql file in the installation folder.
default groups with preconfigured roles	The BlackBerry Administration Service includes new default groups that have preconfigured roles and that you can add different types of administrator accounts to. The default groups help make sure that users without administrative privileges cannot escalate their permissions. For example, junior administrators cannot change their roles to senior administrator roles. The group names are Administrators, Help desk representatives, and BlackBerry® Web Desktop Manager users. For more information about upgrade implications, see the *BlackBerry Enterprise Server Upgrade Guide*.
enhancements to prepopulation	You can now configure the BlackBerry Enterprise Server to prepopulate a maximum count of 3000 email messages and a maximum message age of 30 days.
enhancements to logging	The BlackBerry Enterprise Server now logs the following information: • event 20634 and event 20489 at the information logging level rather than the warning logging level

Feature	Description
	• additional information when the LogReceiver of the BlackBerry Controller cannot bind to a socket
enhancements to S/MIME encryption	The BlackBerry Enterprise Server includes the following enhancements to S/MIME encryption: • If users configure S/MIME encryption on devices, you are no longer required to turn on S/MIME encryption on the BlackBerry Enterprise Server before the BlackBerry Enterprise Server can process S/MIME-protected messages. • The BlackBerry Enterprise Server includes improvements to the option that permits it to encrypt messages for a second time when it processes S/MIME-protected messages that are weakly encrypted or are signed but not encrypted.
enhancements to SRP connections	When you install a BlackBerry Enterprise Server or start the BlackBerry Dispatcher, the BlackBerry Enterprise Server verifies whether the SRP ID is currently in use by another BlackBerry Enterprise Server. If it is in use, the BlackBerry Enterprise Server does not open the SRP connection.
enhancement to synchronization of email message content	The BlackBerry Enterprise Server forwards the full content of email messages that are sent from email applications to a device, rather than just the message header and subject.
enhancements to the BlackBerry Administration Service	The BlackBerry Administration Service includes the following enhancements: • option to configure BlackBerry Administration Service instances to communicate with each other using additional protocols • option to specify and display the column that the user search results is sorted by • option to configure database mirroring for a BlackBerry Domain • on the Component view page, you can view which BlackBerry Enterprise Server components you removed • if you turn on automatic detection of the location of users' address books and journals, the option to override the location of a specific user's address book and journal (this option preserves automatic detection of the location of address books and journals for other users, including new users) • if an administrator types an incorrect password 10 times when the administrator tries to log in, the administrator account is locked for a 15 minute period and the administrator cannot log in
enhancements to the BlackBerry Monitoring Service	The BlackBerry Monitoring Service includes the following enhancements:

Feature	Description
	• metric that displays the number of user accounts on a BlackBerry Enterprise Server that have pending email messages • metric that displays the number of email messages that the BlackBerry Enterprise Server detected while it scanned the messaging server in the previous hour • option to monitor when a user account does not initialize • user search results that include the mailbox state of all user accounts in the BlackBerry Domain • user details page that includes the initialization state of the user account • option to generate a report that lists all of the uninitialized users on all BlackBerry Enterprise Server instances that the BlackBerry Monitoring Service monitors • additional notifications when a user account does not initialize • license information available at the BlackBerry Domain level • type of instant messaging environment displayed • timestamps displayed in UTC format
enhancements to the BlackBerry Web Desktop Manager	If you configure the appropriate option in the BlackBerry Administration Service, the BlackBerry Web Desktop Manager permits users to perform the following self-service tasks: • specify a new device password and lock a device • delete all device data and disable a device
enhancements to the setup application	The setup application performs the following actions: • verifies the disk space that is available on the computer • verifies whether the SRP ID that you specify is available for use • changes the default log folder when you change the installation folder • verifies whether the setup application can connect to IBM® Lotus® Sametime® You can perform the following actions during the installation process or upgrade process: • choose to stop BlackBerry Administration Service services on remote computers during the upgrade process • export the console web addresses of the BlackBerry Enterprise Server components to a .txt file • when you install a BlackBerry Enterprise Server, choose not to include the BlackBerry MDS Connection Service or BlackBerry Attachment Service

Feature	Description
enhancements to the upgrade application for service packs	Previously the upgrade application for service packs verified whether a BlackBerry Enterprise Server was installed on the computer before it upgraded the BlackBerry Enterprise Server. In this release, if the upgrade application supports the version of the BlackBerry Configuration Database that you want to connect the BlackBerry Enterprise Server to, the upgrade application can install a new BlackBerry Enterprise Server instance on a computer or upgrade a BlackBerry Enterprise Server instance from versions earlier than version 5.0.
language support	The BlackBerry Enterprise Server is now available in Brazilian Portuguese, as well as English, French, German, Italian, Japanese, and Spanish.
new IT policy rules	For information about new IT policy groups and IT policy rules, see the *BlackBerry Enterprise Server Policy Reference Guide*.
new preconfigured IT policy	The BlackBerry Enterprise Server includes a new preconfigured IT policy called the Individual-Liable Devices IT policy. You can use the Individual-Liable Devices IT policy if your organization includes users who purchase their own devices and connect the devices to a BlackBerry Enterprise Server instance in your organization's environment.
new traits	The BlackBerry Enterprise Trait Tool includes the following new traits: • ActiveDirectoryLDAPConnectTimeout • EnableLegacyProfileConfig • DatabaseMirroringPingTimeout • DominoSmartSyncDays • DominoSmartSyncEnable • DominoSmartSyncSchedule • DominoSmartSyncSendUpdate • DominoSmartSyncTriggerHour • DominoSmartSyncStartWindow • DominoSuppressBodyOfSentItems • MailstorePublicFolderLookupEnabled • PolicySRPWhitelist For more information about the traits, see the *BlackBerry Enterprise Server Administration Guide*.

Feature	Description
RSA® authentication for specific intranet sites	You can configure the BlackBerry MDS Connection Service so that users must use RSA authentication to access specific intranet sites from devices.
single sign-on authentication	You can configure the BlackBerry Administration Service to log administrators or users in to the BlackBerry Administration Service and BlackBerry Web Desktop Manager automatically using their Windows accounts.
support for applying and resolving multiple IT policies to user accounts	If you assign IT policies to user accounts and groups, you can apply all the IT policies to devices. You can configure rules that the BlackBerry Enterprise Server can use to determine which IT policy rules to apply to devices and resolve any conflicts that exist between the IT policy rules and device settings.
support for finding and correcting calendar differences between devices and email applications	You can start a calendar synchronization process on a BlackBerry Enterprise Server instance to find and correct differences between the calendar entries on a device and the calendar entries on a computer. You can configure the calendar synchronization process using the BlackBerry Enterprise Trait Tool or BlackBerry Administration Service.
support for Microsoft® SQL Server® 2008 R2	The BlackBerry Enterprise Server is designed to support Microsoft SQL Server 2008 R2.
support for sending more content for calendar entries in the initial data packet	The default body size of calendar entries that the BlackBerry Enterprise Server synchronizes with devices is now larger.
support for web browsers	You can use any of the following browsers to access the BlackBerry Administration Service, BlackBerry Monitoring Service console, or BlackBerry MDS Application Console: • Windows® Internet Explorer® 7 • Windows Internet Explorer 8 • Mozilla® Firefox® 3.6 • Safari 4 (on computers that run Mac OS) • Google Chrome™ 4.0 Browsers other than Windows Internet Explorer do not support managing devices.
support for Windows Server® 2008 R2	The BlackBerry Enterprise Server is designed to support Windows Server 2008 R2 with the language packs for Brazilian Portuguese, English, French, German, Italian, Japanese, and Spanish.

New IT policy rules in this release

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Policy group	Rule	BlackBerry Device Software minimum requirement
BlackBerry App World™	Application Restriction List	4.5
BlackBerry App World	Application Restriction Rule	4.5
BlackBerry App World	Category Restriction List	4.5
BlackBerry App World	Category Restriction Rule	4.5
BlackBerry App World	Disable App World	4.5
BlackBerry App World	Disable Application Purchasing	4.5
BlackBerry App World	Enable Wireless Service Provider Billing	4.5
BlackBerry® Messenger	Disable BlackBerry Messenger Groups	4.5
Bluetooth®	Disable Message Access Profile	5.0
Chalk™ Pushcast™	Allow Chalk Pushcast Player Auto Update Prompt	–
Chalk Pushcast	Allow Chalk Pushcast Player Roaming	–
Chalk Pushcast	Allow Launch of Chalk Pushcast Player	–
Chalk Pushcast	Chalk Pushcast Player Default Connection Type	–
Chalk Pushcast	Chalk Pushcast Player Host URL	–
Chalk Pushcast	Chalk Pushcast Player Mobile Network Data Limit	–
Chalk Pushcast	Restrict Chalk Pushcast Player to Wi-Fi®	–
Desktop	Allow IP Modem application	–
Desktop	Force updates for application loader tool	–
Phone	Outgoing Call Redirection	5.0
RIM Value-Added Applications	Allow Edits to BlackBerry® Social Networking Application Proxy URL for Lotus Connections	–

Policy group	Rule	BlackBerry Device Software minimum requirement
RIM Value-Added Applications	BlackBerry Social Networking Application Proxy URL for Lotus Connections	—
RIM Value-Added Applications	Deactivate eBay® for BlackBerry® smartphones	—
RIM Value-Added Applications	Disable Feeds application	6.0
RIM Value-Added Applications	Enable the "Tell A Friend" Feature in BlackBerry® Client for Lotus Connections	—
RIM Value-Added Applications	Prevent BlackBerry® Podcasts	6.0
RIM Value-Added Applications	Prevent RSS Feeds	6.0
RIM Value-Added Applications	Prevent uploading of videos to YouTube®	6.0
Security	Content Protection Usage	6.0
Security	Disable Browsing Of Remote Shared Folders	6.0
Security	Force Device Password Entry While User Authentication is Enabled	5.0
Security	Force Display IT Policy Viewer Icon on Homescreen	6.0
Security	Force Smart Card Reader Challenge Response while User Authentication is enabled	5.0

For information about adding new IT policy rules to a BlackBerry® Enterprise Server version that is earlier than the minimum requirement, visit www.blackberry.com/btsc to read article KB05439.

Fixed in this release

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Activation issues fixed in this release

When moving a user list from one BlackBerry® Enterprise Server to another, if some of the users were not initialized on the source BlackBerry Enterprise Server, they were not recognized by the destination server. The destination BlackBerry Enterprise Server stopped responding while scanning the user list when it encountered the uninitialized user. (SDR 283362)

BlackBerry Client for IBM Lotus Sametime issues fixed in this release

In the Japanese version of the client, if a user added an emoticon in a conversation when the input language was set to Japanese, the emoticon appeared as text on the sender's BlackBerry® device. (DT 345573)

BlackBerry Client for use with Microsoft Office Communications Server 2007 issues fixed in this release

If a user started a conversation from a BlackBerry® Client for use with Microsoft® Office Communications Server 2007, and the recipient responded to the message from the recipient's BlackBerry Client for use with Microsoft Office Communications Server 2007, and then the recipient started a conversation with the user from the instant messaging client on the recipient's computer, the user received the message as part of the pre-existing conversation and all the responses of the user were sent to the recipient's BlackBerry Client for use with Microsoft Office Communications Server 2007 only. (DT 453062)

BlackBerry Administration Service issues fixed in this release

If the LDAP password for the Microsoft® Active Directory® account was greater than 32 characters in length, the BlackBerry® Administration Service stopped responding when you navigated to the BlackBerry Administration Service component. (DT 610321)

Mozilla® Firefox® stopped responding when using the right-click menus available in the BlackBerry Administration Service. (DT 559258)

In environments with a large number of public folders, you could not edit the email component in the BlackBerry Administration Service because it took too long to load the public folders and eventually timed out. (DT 528888)

In the audit tables, entries for software configuration changes and IT policy changes appeared the same. (DT 528721)

If you moved a user account to a different BlackBerry® Enterprise Server, the BlackBerry Enterprise Server did not add a log to the BASAudit tables. (DT 528718)

In some circumstances, if a user account was created and an IT policy was applied to that account during the user creation process, a runtime exception error was logged and the user account was not successfully created. (DT 511768)

The BlackBerry Enterprise Server might have stopped job reconciliation unexpectedly if the BlackBerry Administration Service singleton did not receive the close job message from the close job message queue. (DT 491377)

The BlackBerry Administration Service did not recognize Proxy mappings with regular expressions unless the prefixes http:// or https:// were added. (DT 479361)

After a database mirroring failover occurred, users could not log into the BlackBerry Enterprise Server. (DT 468567)

When you clicked **Save all** after creating or editing an IT policy using the BlackBerry Administration Service, the last message classification in the list went missing. (DT 464718)

In the BlackBerry Administration Service, you could not edit the S/MIME message processing options for a user account. (DT 402419)

If the administrator account that published an application was deleted, another administrator account could not edit the application in the BlackBerry Administration Service. (DT 367827)

In certain circumstances, when you changed the order for message classifications, the BlackBerry Administration Service logged you out. (DT 340774)

After an upgrade from BlackBerry Enterprise Server 5.0 to 5.0 SP1, a custom role that could generate activation passwords before the upgrade process could not generate activation passwords anymore. (DT 308478)

In certain circumstances, after adding a user account and using the findusers API in the BlackBerry® Administration API to search for the user account, the API displayed the Invalid parameter error message instead of the RuntimeException error message. (DT 280332)

In certain circumstances, the version of the BlackBerry MDS Integration Service displayed in the BlackBerry Administration Service was incorrect. (DT 241601)

If you tried to delete the <server>_BAS-NCCJ_01_<date>_loginstance.txt file that was created when you installed the BlackBerry Enterprise Server, the following error message displayed: "Cannot delete <server>_BAS-NCCJ_01_<date>_loginstance.txt. It is being used by another person or program. Close any programs that might be using the file and try again." (SDR 298667)

If the version of the BlackBerry database notification system installed on the database server was earlier than version 5.0, the BlackBerry Administration Service did not receive database notifications and only received heartbeat messages. This issue might have occurred if you ran a BlackBerry Configuration Database version 4.1 or earlier and a BlackBerry Configuration Database version 5.0 on the same database server. (SDR 296580)

If you configured DIIOP in a clustered IBM® Lotus® Domino® environment, and a failover occured for the Lotus Domino server that is running DIIOP, the BlackBerry Administration Service could not authenticate users with Lotus Domino. (SDR 204868)

BlackBerry Attachment Service issues fixed in this release

Some shading gradients were not correctly displayed on backgrounds or textboxes in Microsoft® PowerPoint® presentations using BlackBerry® Attachment Service 5.0 SP2 Beta1. (DT 509525)

The BOM (Byte Order Mark) in ASCII encoded text files was not correctly displayed. (DT 425190)

In certain circumstances, the BlackBerry Attachment Service could not open a Microsoft® Excel® 2007 document, and the BlackBerry device did not display an error message. (DT 382583)

Some images were not displayed in Microsoft PowerPoint presentations when opened on the BlackBerry device. (DT 257977)

If a user received a message on the BlackBerry device that contained a Microsoft Excel (.xls) attachment, when the user viewed the file, the date was incorrectly displayed or did not display at all. (DT 242672)

BlackBerry Configuration Database issues fixed in this release

After upgrading from BlackBerry® Enterprise Server 5.0 to 5.0 SP1, you could not import a list of IT policies using the BlackBerry IT Policy Import and Export Tool. (DT 512340)

The BlackBerry Administration Service did not start after upgrading from BlackBerry Enterprise Server 4.1 SP6 to 5.0. Values in the MDSPrinciples table in the BlackBerry Configuration Database remained NULL instead of being populated if a value in the MDSPrinciples table was greater than 40 characters in length. (DT 476122)

The SQL installation scripts used the xusertype field instead of the xtype field when they issued queries against the SysTypes or SysColumns tables. (DT 442730)

When you migrated more than 1200 user accounts using the BlackBerry Enterprise Transporter from BlackBerry Enterprise Server version 5.0 to BlackBerry Enterprise Server version 5.0 SP1, the source BlackBerry Enterprise Server restarted and not all user accounts migrated successfully. (DT 369791)

The BlackBerry database notification system did not start if the host name of the BlackBerry Enterprise Server began with a number. (DT 360792)

When creating a new database, if the SERVER= value was set to 'local' rather than the local machine name in the Besmgmt.cfg file, the CreateDB process failed. (DT 343943)

If you installed the BlackBerry Enterprise Server on a Japanese operating system, you could not start the BlackBerry database notification system. (SDR 298246)

BlackBerry Controller issues fixed in this release

When the BlackBerry® Controller stopped, it did not use the timeout value of the AgentShutdownTimeout registry key. (DT 485302)

You could not create memory dumps of the BlackBerry® Enterprise Server on a computer running Windows Server® 2008 using userdump.exe. (DT 403640, DT 481189)

The BlackBerry Controller did not automatically restart the BlackBerry Enterprise Server after the wait count threshold was reached on a hung thread. (DT 442654)

BlackBerry Desktop Software issues fixed in this release

After wireless message reconciliation, there were high volumes of wireless network traffic which caused hung threads and delays in delivering email messages. (DT 395450)

BlackBerry Dispatcher issues fixed in this release

After you install a primary BlackBerry® Enterprise Server and a standby BlackBerry Enterprise Server, the health parameters for the BlackBerry MDS Connection Service on the standby BlackBerry Enterprise Server appeared as not available. (DT 523624)

When migrating a user account from a BlackBerry Enterprise Server running 4.1 SP6 to 5.0 using the BlackBerry Enterprise Transporter, you were required to restart the BlackBerry Dispatcher in order to complete the user migration successfully. (DT 451646)

If your organization's environment supported more than one BlackBerry Enterprise Server, and you moved a user from one BlackBerry Enterprise Server to another, the BlackBerry® MDS Runtime on users' BlackBerry devices might not have activated. (SDR 252092)

BlackBerry MDS Connection Service issues fixed in this release

You could not configure the BlackBerry® MDS Connection Service using the BlackBerry Administration Service if you entered a password that was less than 8 characters in length. You can now enter a password less than 8 characters in length. The minimum length for a password when configuring the BlackBerry MDS Connection Service using the BlackBerry Administration Service is 1 character. (DT 608473)

When a user tried to browse to an HTTPS site that uses a certificate that contains "Subject Alternative Name", the BlackBerry device displayed an HTTP 500 error message and the BlackBerry MDS Connection Service wrote a java.lang.IndexOutOfBoundsException error to its log file. (DT 478993)

After you configured the BlackBerry MDS Connection Service to connect to an LDAP server using simple authentication, a BlackBerry device could not run an LDAP query and the BlackBerry MDS Connection Service wrote a Java® exception error message to the log file. (DT 238834)

BlackBerry Messaging Agent issues fixed in this release

The BlackBerry® Messaging Agent experienced hung threads when there were exceptions in the BlackBerry® Enterprise Server extension library resulting in mail delays. (DT 563461)

In the BlackBerry Enterprise Server for Microsoft® Exchange, email messages display garbled words when viewing Korean text. (DT 540384)

The BlackBerry Messaging Agent was unable to process read and unread marks causing excessive battery drain on users' BlackBerry devices and server delays due to an increased amount of memory usage. (DT 536303)

In some circumstances, email messages were not reconciled to the mail file after the email was deleted on the device. The $created field for the email message in the state database was empty and the file was subsequently deleted from the state database. (DT 503885)

In the BlackBerry Enterprise Server for Microsoft Exchange, in high availability configurations, if the SCS Worker thread entered into a hung state while executing mailbox commands, all messaging servers were not reported as unhealthy so no failover took place. (DT 486948)

When a user sent a email message with a large attachment, it caused hung threads in the BlackBerry Messaging Agent instances of the user and recipients. (DT 454903)

In the BlackBerry Enterprise Server for Microsoft Exchange, in certain circumstances, after you configured users to synchronize with public folder contacts and then failed over the BlackBerry Enterprise Server to another high availability pair, the BlackBerry Messaging Agent stopped responding. (DT 451637)

In the BlackBerry Enterprise Server for Microsoft Exchange, after a primary BlackBerry Enterprise Server failed over to a standby BlackBerry Enterprise Server and then became the primary BlackBerry Enterprise Server again, the BlackBerry Messaging Agent no longer monitored started threads for hung threads. (DT 403681)

If a user had the Editor permissions for the user's mail file and set the out-of-office option using a device, the device displayed an error message and the user could not change the out-of-office option. (DT 403667)

In certain rare circumstances, users could not view unencoded attachments contained in incoming MIME messages on their devices. The attachments were encoded into the text of the message body instead of being rendered as an attachment. (DT 400597, SDR 232290)

This issue is resolved in IBM® Lotus® Domino® 7 or later

If a large number of users used BlackBerry® Desktop Manager at the same time to synchronize messages, the BlackBerry Enterprise Server might not have performed as expected. (DT 395450)

In some circumstances, cached attachment images were incorrectly displayed in email messages on a user's device. (DT 395218)

If a meeting organizer of a recurring meeting added a user to a future instance of the meeting, and the user accepted the meeting invitation from a device, the device only displayed past occurrences of the meeting. (DT 360960)

Paraguay Standard Time, Kamchatka Standard Time, and UTC time zones were not supported and resulted in errors logged by the BlackBerry Messaging Agent when running on Windows Server® 2008. (DT 358985)

If you configured a global email filter for sensitivity, any email message that met the requirements of the email filter was sent to the device without applying the rules within the email filter. (DT 339518)

In certain circumstances, the BlackBerry Enterprise Server did not wirelessly redirect email messages to devices even though the messages were placed in a redirected folder. This only occurred if the BlackBerry Enterprise Server was scanning replicas of mail files that the Lotus Domino replicator, not the Lotus Domino router, delivered. (SDR 141367)

BlackBerry Monitoring Service issues fixed in this release

When you searched for uninitialized user accounts, the BlackBerry® Monitoring Service included initialized user accounts in the search results if the initialized user accounts were stopped. (DT 530833)

On the login page for the BlackBerry device dashboard, Microsoft® Active Directory® appeared as an option in the **Log in using** drop-down list even if it was disabled. (DT 470694)

If you ran BlackBerry® Enterprise Server for IBM® Lotus® Domino® on Windows Server® 2003, when you browsed to the BlackBerry Monitoring Service on a BlackBerry device, the login option for Domino Mailbox did not appear. (DT 470673)

The mapping information for messaging servers in the BlackBerry Monitoring Service console was not well formatted making it difficult to read. (DT 464995)

In the BlackBerry Monitoring Service console, the licensing information for BlackBerry Dispatcher components was located with each individual BlackBerry Dispatcher component which was confusing because BlackBerry® Enterprise Server client licenses are typically domain wide. (DT 440942)

Some user thresholds were changed by mistake after choosing **Apply to all (existing thresholds remain unchanged)**. (DT 440923)

Users could not compile the BLACKBERRYSERVERMIB-SMIV2.mib using smi2smir.exe. (DT 393927)

In certain circumstances, if a BlackBerry Enterprise Server and the BlackBerry Administration Service console were in different time zones, the date and time of last ping and diagnostic request for a user account was displayed with the BlackBerry Enterprise Server time, instead of BlackBerry Monitoring Service time. (DT 391922)

Alert emails sent by the BlackBerry Monitoring Service contained spelling errors in the words "administration" and "addresses." (DT 369520)

The time in reports was set to the time on the BlackBerry Monitoring Service computer, not the time of the computer displaying the BlackBerry Monitoring Service console. (DT 347452, SDR 362870)

Threshold alarms remained in the Alarm panel for user accounts that were deleted from the BlackBerry Enterprise Server. (DT 346596)

Double-clicking the header in the **Server** or **Severity** columns on the **Manage Contacts** tab did not sort or reverse the order of the column. (DT 345396)

In certain circumstances, when you configured automatic failover, the BlackBerry Monitoring Service assigned user data items to the standby BlackBerry Enterprise Server and did not generate alarms. (DT 323341)

If you typed an invalid email address into the Manage Addresses field, the BlackBerry Monitoring Service saved the email address as (). (DT 313341)

The default domain did not display when users logged into the BlackBerry device dashboard. (DT 265554)

The data attribute table in the **Help** window of the BlackBerry Monitoring Service was not formatted correctly. (DT 255008)

When the BlackBerry Monitoring Service received a new message, the BlackBerry Monitoring Service closed the **Messages** window and did not display the message details. (DT 237654)

In the BlackBerry Monitoring Service console, the help text contained a spelling error in the word "test." (DT 237561)

When you restarted a BlackBerry Enterprise Server, the BlackBerry Monitoring Service generated messages that indicated a failover had occurred. (DT 221109)

The BlackBerry® Client Access License field did not clearly indicate that the value represented the amount of licenses that are still available. (DT 212137)

In an environment that included more than one BlackBerry Enterprise Server in the BlackBerry Domain, if you set thresholds for user accounts at a global level and at a user level and the user accounts were associated with different BlackBerry Enterprise Server instances, the BlackBerry Monitoring Service did not override thresholds at the global level with the thresholds at the user level. (DT 169436)

When the alarm severity of a threshold for a data attribute of a BlackBerry device user that is in an alarm state changed, the Alarm panel in the BlackBerry Monitoring Service console might not have updated the alarm state for the threshold. (SDR 289828)

BlackBerry Policy Service issues fixed in this release

When you moved a user account to another BlackBerry® Enterprise Server, the BlackBerry Policy Service processed its tasks in the incorrect order and could not complete the move. (DT 616719)

When the Allow Other Browser Services IT policy rule was set to No, you could not always provision the BlackBerry device with needed data services. In this release, you can set the PolicySRPWhitelist trait that you can use if the BlackBerry device cannot be provisioned. (DT 523012)

The description for the Disallow Third Party Application Downloads IT policy rule did not accurately reflect the policy rule behavior. (DT 506416)

After user accounts were moved from one BlackBerry Enterprise Server instance to another and then from one messaging server to another, address book and calendar entries were duplicated on the BlackBerry device. (DT 430062)

In certain circumstances, the BlackBerry Policy Service took up to 12 hours to process work requests. (DT 391803)

The BlackBerry Enterprise Server did not support the "Is access to the media API allowed" application control policy (formerly known as Media Access application control policy), and the BlackBerry Administration Service did not display this application control policy. (SDR 175863)

BlackBerry Synchronization Service issues fixed in this release

If the connection to the Microsoft® SQL Server® was lost, the DevMgmt Connector database connection pool could not initialize until you restarted the BlackBerry® Synchronization Service. (SDR 287389)

In certain circumstances, invalid log entries appeared in the BlackBerry Synchronization Service log file (for example, EventId: 0(0x00000000)). (SDR 219718)

BlackBerry Web Desktop Manager issues fixed in this release

If the RIMWebComponents.cab file was not properly installed and the BlackBerry® Web Desktop Manager web address was not added to the list of trusted web sites on the host computer, the BlackBerry Web Desktop Manager did not open. If you clicked the link **Try installing the necessary controls again**, an error message was displayed reporting that the BlackBerry Web Desktop Manager installation process was not completed. (DT 598460)

Logging issues fixed in this release

The BlackBerry® Administration Service did not log an event in the BASAugit log file if you moved a user account from one BlackBerry® Enterprise Server to another. (DT 528718)

If you configured the LogAuditAsInformational registry key and restarted the BlackBerry Controller, the BlackBerry Enterprise Server did not log audit events as informational messages. (DT 523111)

In the BlackBerry Messaging Agent log file, the 50577 error message was logged as critical, even when it was not a critical issue. (DT 403647)

If you restarted the BlackBerry Enterprise Server, the event log ID 20644 did not contain a description. (DT 400616, SDR 277730)

In certain circumstances, after the network contact list is updated, the full name of a user was not listed in the BlackBerry Enterprise Server log files. Only the first letter of the user's name appeared in the log file. (DT 400612, SDR 276975)

You could not configure DSML logging in the BlackBerry Administration Service or BlackBerry Configuration Panel. (DT 393721, DT 395340)

When you upgraded the BlackBerry MDS Connection Service or BlackBerry Collaboration Service from version 5.0 to 5.0 SP1, the Windows Event Log™ displayed error messages for these services. (DT 101283)

The logging system sometimes stopped responding while reading the HKEY_PERFORMANCE_DATA value. The logging subsystem sometimes stopped responding if the BlackBerry Enterprise Server was not able to read the registry. (SDR 286202)

Organizer data synchronization issues fixed in this release

If you included public folders for a BlackBerry® device user and synchronized contacts from public folders to the device, the street name might not have appeared correctly. (DT 309220)

If the connection between the BlackBerry® Enterprise Server and the Microsoft® SQL Server® was lost, and the connection pool needed to be restarted, the BlackBerry® Device Manager Connector could not initialize until the BlackBerry Synchronization Service was restarted. (SDR 287389)

Synchronization over the wireless network could take a long time when processing contact lists with a large number of entries during the activation process. (SDR 270467)

If a roaming user was moved to a different messaging server, the location server and relative path for the wireless contact list and journal were not updated to reflect the new messaging server and path to the messaging server database. (SDR 133509)

Security issues fixed in this release

If you configured support for S/MIME encryption and set the **Remove attachment data from signed S/MIME messages** option to **True** in the BlackBerry® Administration Service, the BlackBerry device could not verify the S/MIME signature and could not open the attachment. (DT 507397)

You could not reply to an email message encrypted using IBM® Lotus Notes® encrytion from a BlackBerry® Tour™ smartphone. (DT 358934)

If you set the value of the **Policy resend interval (hours)** option to **1**, the BlackBerry® Enterprise Server resent the IT policy to a BlackBerry device every half hour, instead of every hour. (DT 348013)

The Certificate Status Cache Timeout IT policy rule is obsolete and does not apply to any BlackBerry device. (DT 108261)

During certificate enrollment over the wireless network, if the certificate authority returned more than one certificate in the certificate chain, the BlackBerry device did not receive the certificates. The BlackBerry Synchronization Service wrote the following error message to the BlackBerry Synchronization Service log file: "Error Logging: DevMgmt.Configuration Channel::A-260-ERROR_VERIFICATION_FAILURE." (SDR 298237)

Setup application issues fixed in this release

After changing the default cacerts password using the BlackBerry® Configuration Database, the BlackBerry Administration Service did not start successfully and administrators were unable to log in. (DT 477478)

During the "start services" stage the setup application appeared to hang for 1 to 2 minutes and when the dialog box eventually refreshed, all of the services were displayed as started at one time. (DT 474699)

When installing BlackBerry® Enterprise Server for IBM® Lotus® Domino® 5.0 SP1 the setup application checked for the PrepopulatePIMForNotesUsers trait or the PrepopulatePIMForNotesUsers registry key to see if they existed. If neither was set, it defaulted to false which prevented IBM® Lotus® iNotes® organizer data from being automatically populated. (DT 444920)

When reinstalling the BlackBerry® Enterprise Server and pointing to a new BlackBerry Configuration Database, you had to configure the BlackBerry MDS Connection Service to use the local BlackBerry Dispatcher instance before it restarted. (DT 427116)

During installation, the location for the log file folder did not automatically change to match a non-default location for the installation folder. (DT 394411)

The setup application did not permit you to skip the permissions check during the installation process. (DT 379854)

During the upgrade process, the setup application might have taken longer than expected to verify permissions. (DT 360963)

When you upgraded the BlackBerry Enterprise Server from 5.0 to 5.0 SP1, the setup application did not display values in the SRP information fields and did not permit you to edit the fields. (DT 335174)

When you upgraded the BlackBerry Enterprise Server, the setup application changed the value of the following registry key to zero: \\HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services\BBAttachServer\Parameters. (DT 325667)

When you configured the database mirroring option during the installation process, the setup application stopped responding when it reached the **Application Extensibility** dialog box. (DT 322838)

If you chose to use Microsoft® Active Directory® authentication, when the setup application tried to resolve the IP address of the Microsoft Active Directory domain, and the IP address of the domain controller was not an LDAP server, the setup application displayed the following error message "Installer was unable to obtain LDAP information about the BlackBerry service account. Please refer to the BlackBerry documentation and to the installation log file for more information." (DT 302271)

In the BlackBerry Enterprise Server for Microsoft Exchange or the BlackBerry Enterprise Server for IBM® Lotus® Domino®, when you upgraded the BlackBerry Enterprise Server from 5.0 SP1 to 5.0 MR1, the setup application displayed an error message about the ServerConfig table. (DT 263697)

If you updated the version of Java® on a computer and then installed BlackBerry Enterprise Server components on the computer, Japanese web sites might not have displayed correctly on BlackBerry devices. (DT 120302)

You could not upgrade to BlackBerry Enterprise Server 5.0 or later if the BlackBerry Configuration Database included a reference to an instance of BlackBerry Enterprise Server 4.1 SP2 or earlier. (DT 105533)

If you used the setup application to remove a BlackBerry Monitoring Service that you installed on a computer that is separate from the computer that hosts the BlackBerry Enterprise Server, the removal process did not complete successfully. (SDR 277912)

When upgraded the BlackBerry Enterprise Server from 4.1 SP6 to 5.0 or later, in certain circumstances, conflicts could occur between the user entries in the ITPolicyKeyMapping and UserConfig database tables. These conflicts prevented the upgrade from completing successfully. (SDR 265332)

The setup application indicated that IBM® Lotus® Domino® was not installed when you installed the BlackBerry Administration Service on a computer that is separate from the computer that hosts the BlackBerry Enterprise Server. (SDR 257785)

Wireless calendar synchronization issues fixed in this release

In some circumstances, the BlackBerry® device did not process meeting requests for calendar entries that were updated during a slow synchronization operation. (DT 493179)

If you disabled calendar synchronization in the BlackBerry Administration Service and disabled synchronization over the wireless network on a device, and then enabled calendar synchronization in the BlackBerry Administration Service, the device could not perform a synchronization over the wireless network. (DT 481604)

If the "Chair" item in calendar document contained a name that was entered in all upper case letters, the BlackBerry® Enterprise Server was unable to match the name to a recognized user account name. (DT 452548)

In some circumstances, the BlackBerry Enterprise Server stopped responding when processing reoccurring updates for a meeting instance if there were inconsistencies in the list field for the meeting. (DT 403643)

In some circumstances, if a large number of system alert emails were sent to a user's BlackBerry device (over 400 emails a day), not all system alert emails appeared on the device. (DT 403641)

If the CompleteSynchronization process failed, the calendar on the device stopped responding until the device was restarted. (DT 403425)

If a meeting organizer of a recurring meeting added a user to a future instance of the meeting, and the user accepted the meeting invitation from a device, the device only displayed past occurrences of the meeting. (DT 360960)

In certain circumstances, responses to meeting invitations were sent to the device before the calendar request. (DT 252022)

If the BlackBerry Enterprise Server was running in low memory conditions, it might have stopped responding when processing a large number of calendar items in a user's state database. (SDR 289431)

If a user had a large number of documents in their Lotus® iNotes® contact list or journal stored in the mail file, it could take a long time to synchronize those documents to the device. (SDR 279398)

An "Assertion Failed" error message was logged in the Application Event Viewer and BlackBerry Messaging Agent log files after updating the BlackBerry state database. Despite the error message, updated calendar entries were correctly processed by the BlackBerry Enterprise Server and sent to the user's device. (SDR 235116)

In certain circumstances, if the **Display new (unprocessed) notices** option was turned on on the device, the user could not accept a calendar event that had changed. (SDR 218100)

Known issues

4

Activation known issues

When a BlackBerry® device user who has a BlackBerry® Internet Service account and a BlackBerry® Enterprise Server account activates a new BlackBerry device, the user cannot send email messages using the BlackBerry Internet Service account. (DT 617358)

Workaround: Reactivate the BlackBerry Internet Service account.

When a user exceeds the maximum number of attempts for entering the enterprise activation password, there is no notification message displayed on the device. The user has to manually cancel the enterprise activation. (DT 253518)

The BlackBerry Enterprise Server cannot activate a user who uses a Portuguese mail template. (DT 107411)

Workaround: Change the value of the name field to $inbox.

If you change the organizer data synchronization settings after you add a user account, when a user activates a device, organizer data synchronization can occur twice. (SDR 358491)

Workaround: Wait an hour after adding a user account and changing the organizer data synchronization settings before activating the device.

BlackBerry Client for IBM Lotus Sametime known issues

If multiple BlackBerry® device users exist with similar user names, incorrect contacts might be added to the users' contact lists. (SDR 186581)

Workaround: When adding contacts, instruct users to select the user name from the Lookup list.

BlackBerry Client for use with Microsoft Office Communications Server 2007 known issues

If a BlackBerry® device user sends a message to an invalid contact, the error message "Failed to execute your last action" displays. The error message does not specify that the contact does not have a valid ID or that the contact might reside in an external domain. (SDR 303950)

In certain circumstances, the BlackBerry Collaboration Service experiences performance issues. (SDR 287243)

Workaround: Instruct users to log out of the BlackBerry® Client for use with Microsoft® Office Communications Server 2007 periodically.

When using Windows® NTLM authentication, an error occurs if two or more users try to log in to the BlackBerry Client for use with Microsoft Office Communications Server 2007, or if one user logs out, and then quickly logs in. (SDR 257764)

Workaround: Set up Kerberos™ authentication or force forms-based authentication.

There is no message indicating that adding distribution lists to contact lists using the BlackBerry Client for use with Microsoft Office Communications Server 2007 is not supported. (SDR 186430)

BlackBerry Administration Service known issues

If you delete the authentication type for a user account on the **User Information** tab and then try to add Microsoft® Active Directory® authentication to the user account, the BlackBerry® Administration Service unexpectedly logs out and displays an error. (DT 640074)

When you apply multiple IT policies to a user account and your organization includes many BlackBerry device users and groups, the reconciliation process might take longer than expected and the BlackBerry Administration Service might stop responding. (DT 639176)

In certain circumstances, when you use the BlackBerry Enterprise Transporter bulk move to move users from BlackBerry® Enterprise Server 4.1 SP7 to 5.0 SP2, reconciliation job tasks stop unexpectedly. (DT 638633)

In certain circumstances, the clock on the computer that hosts the BlackBerry Administration Service runs slowly. (DT 633701)

Workaround:

1. Add the **-XX:+ForceTimeHighResolution** JVM option to the BlackBerry Administration Service - Application Server and BlackBerry Administration Service - Native Code Container services.
2. Restart the computer that hosts the BlackBerry Administration Service.

If you install the BlackBerry Enterprise Server and the BlackBerry Administration Service on the same computer, change the FQDN of the computer while keeping the IP address the same, and ensure that the previous FQDN is still reachable to the same IP address, the BlackBerry Enterprise Server does not update the BlackBerry Configuration Database correctly and runs jobs at incorrect times, which can cause the database size to increase unexpectedly. (DT 633315)

Workaround: Remove the DNS alias for the previous FQDN and restart the BlackBerry Administration Service.

When you try to access the information for organizer data synchronization for a user, the BlackBerry Administration Service returns the error "request could not be completed". A corresponding "IndexOutOfBounds" error appears in the BlackBerry Administration Service logs. (DT 619414)

After you configure the BlackBerry Administration Service to support single sign-on, if you access the BlackBerry Administration Service from a browser that is located on the same computer as the BlackBerry Administration Service, you see the login page. (DT 618098)

The BlackBerry Administration Service cannot find a user account if you search for a user's display name that includes an apostrophe ('). The BlackBerry Administration Service displays the "The BlackBerry Administration Service cannot find the records you were looking for" error message. (DT 617866)

Workaround: When you type the user's display name, do not include the apostrophe.

In a BlackBerry Domain that includes both BlackBerry Enterprise Server 5.0 SP1 and 4.1 SP6 instances, you cannot change the memo and address book settings for a user on BlackBerry Enterprise Server 4.1 SP6. (DT 616603)

If you configure a BlackBerry Administration Service pool and you restart multiple BlackBerry Administration Service instances at a time, the BlackBerry Administration Service instances might not identify a singleton and errors might occur. (DT 613238)

Workaround: Start BlackBerry Administration Service instances one at a time.

In certain circumstances, if you push a software configuration out to a large number of users (for example, 2000), the BlackBerry Administration Service uses more than its maximum of 670 threads and stops unexpectedly with an out of memory error. (DT 608647)

In certain circumstances, when you reconcile IT policies for large groups (for example, 30,000 users), the reconciliation process might stop unexpectedly. (DT 605175)

When you access the BlackBerry Administration Service and the BlackBerry Monitoring Service in two different tabs in the same Windows® Internet Explorer® window, the BlackBerry Administration Service times out. (DT 605059)

Workaround: Access the BlackBerry Administration Service and the BlackBerry Monitoring Service in two different windows.

When you enable Microsoft Active Directory authentication for a large group of users, you must configure each user account individually, which might take a long time. (DT 602402)

Workaround: Use the BlackBerry® Enterprise Server Resource Kit to configure large groups of user accounts. For more information, see the documentation for the BlackBerry Enterprise Server Resource Kit.

If you install the BlackBerry Enterprise Server in a failover configuration, install the BlackBerry database notification system, and activate a user account, reconciliation might not work and the following messages might appear in the BlackBerry Administration Service - Application Server log file:

(04/16 15:45:19:119):{WorkManager(2)-143} [org.hibernate.util.JDBCExceptionReporter] [WARN] SQL Error: 8162, SQLState: S0002

(04/16 15:45:19:119):{WorkManager(2)-143} [org.hibernate.util.JDBCExceptionReporter] [ERROR] The formal parameter "@IdIntCustom" was not declared as an OUTPUT parameter, but the actual parameter passed in requested output.

(04/16 15:45:19:135):{WorkManager(2)-143} [com.rim.bes.bas.BASExceptionStackInterceptor] [WARN] [BBAS-2007] {u=SystemUser, t=6584} Caught unhandled RuntimeException in org.jboss.ejb3.EJBContainerInvocation method clearReconciledSoftwareConfigurationForUserLocal - org.hibernate.exception.SQLGrammarException: could not delete: [com.rim.bes.bas.devicemanager.entity.HandheldConfigEntity#1] (DT 602227)

Workaround: Remove the BlackBerry database notification system. You might need to wait 24 hours for failed reconciliation tasks to be removed from the BlackBerry Configuration Database.

In certain circumstances, if you assign IT policies individually to users, add the users to a group, assign an IT policy to a group, and then clear the individually assigned IT policies for the users, the BlackBerry Administration Service might take a long time to clear the individually assigned IT policies and respond to user input. (DT 596845)

If you install the Microsoft® hotfix KB956572 (support.microsoft.com/kb/956572) on a computer that hosts the BlackBerry Administration Service, the BlackBerry Administration Service might not run and no error messages appear in the Windows® Event Viewer. This issue might occur in French, Italian, Spanish, and Brazilian Portuguese environments. (DT 596764)

Workaround: Install Microsoft hotfix KB971812 (support.microsoft.com/kb/971812).

The BlackBerry Administration Service can only parse Windows Internet Explorer proxy settings in the format: proxyserver:port. (DT 587549)

If you disable IT policy amalgamation, create two IT policies, assign the IT policies to groups, export the IT policies and then import them to the same BlackBerry Enterprise Server, groups that were assigned the lower ranked IT policy had their IT policy removed, but groups that were assigned the higher ranked IT policy retained their IT policy. (DT 579795)

The BlackBerry Administration Service might stop responding if you are viewing a user's software configuration from a remote computer running Windows Internet Explorer 7.x. (DT 571423)

When you configure single sign-on authentication for the BlackBerry Administration Service, and do not add the web address of the BlackBerry Administration Service pool to the list of trusted intranet sites in Windows Internet Explorer, the browser displays an HTTP 404 error when you try to access the BlackBerry Administration Service. (DT 571241)

Workaround: Configure the browser appropriately. For more information, see the *BlackBerry Enterprise Server Installation and Configuration Guide*.

If you enable IT policy amalgamation, create more than one custom IT policy, assign the IT policies to groups, export the IT policies and then import them to the same BlackBerry Enterprise Server, users who previously had an amalgamated IT policy appear to have only one IT policy assigned, but the name of the one IT policy is the amalgamated IT policy name. (DT 568767)

When you configure the distribution settings for an IT policy to run every day at specific times (for example, 3:00 PM), and configure the default delay to be less than the difference between the next distribution time and the current time (for example, the default delay is 15 minutes and the current time is 2:50 PM), the distribution job does not run until the next day. (DT 559148)

In the BlackBerry Administration Service, each time you save an email signature, the BlackBerry Administration Service removes a blank line from the signature. (DT 545641)

If all the BlackBerry® CAL keys have been removed from the BlackBerry Configuration Database, you cannot log into the BlackBerry Administration Service. (DT 544616)

If you upgrade from BlackBerry® Professional Software 4.1 SP4 to BlackBerry Enterprise Server 5.0 SP2, you might not be able to log into the BlackBerry Administration Service. (DT 544315, DT 544351)

When you import an IT policy from an earlier version of the BlackBerry Enterprise Server, the BlackBerry Administration Service displays "The application has encountered a system error. Please report this error to the System Administrator" error message instead of the "The version of the import data does not match the current BlackBerry Administration Service version" error message. (DT 543638)

In the BlackBerry Administration Service, if you view the status of reconciliation events and refresh the page in your web browser, the BlackBerry Administration Service might generate a system error. (DT 535218)

You cannot synchronize a user's private contact folders from the BlackBerry Administration Service when the user configured Windows Internet Explorer to use a language other than English. (DT 534941)

A Java® Message Service failure prevents software applications from being pushed to BlackBerry devices and increases the Pending internal events count. (DT 532475)

After you move a user account from BlackBerry Enterprise Server 5.0 SP2 to BlackBerry Enterprise Server 5.0, if you try to edit their organizer data settings, the BlackBerry Administration Service logs you out and the BlackBerry Administration Service writes stack trace errors to the BBAS-AS log file. (DT 532356)

The From and Sent To fields are limited to 150 characters in the BlackBerry Administration Service when creating message filters. (DT 526699)

If you use the Wi-Fi® Link Security EAP-PEAP, you cannot set the **Wi-Fi Inner Authentication Mode** option in a Wi-Fi profile. (DT 525943)

When you configure the BlackBerry Administration Service to use Domino authentication over SSL, you cannot log in to the BlackBerry Administration Service using Domino authentication. (DT 522986)

When you access a list of application control policies for the first time in the BlackBerry Administration Service, the BlackBerry Administration Service writes an Error validating DTO object to its logs. (DT 521269)

The BlackBerry Administration Service displays an exception error if the body of a custom activation message begins with a plus (+) sign. (DT 520133)

After you install BlackBerry Enterprise Server 5.0 SP1 with the BlackBerry Collaboration Service for Microsoft® Office Communications Server 2007, the BlackBerry Administration Service displays that the BlackBerry Collaboration Service for Microsoft® Office Live Communications Server 2005 was installed instead. (DT 513156)

Workaround: Restart the BlackBerry Administration Service.

If you set the **BlackBerry Device Software deployment managed by BlackBerry Administration Service** option to **Yes**, when you upgrade the BlackBerry Enterprise Server, the current settings in the default IT Policy will return to the original default settings. (DT 508621)

Workaround: Set the **BlackBerry Device Software deployment managed by BlackBerry Administration Service** option to **No** before the upgrade and set it to **Yes** after the upgrade process is complete.

If you assign the SPNs for the two Kerberos™ services hosted by the BlackBerry Administration Service (HTTP \<*BAS_pool_FQDN*> and BASPLUGIN111\<*BAS_pool_FQDN*>) to more than one Microsoft Active Directory account, when you specify the account information in the BlackBerry Administration Service and click **Save all**, the BlackBerry Administration Service displays the "The username, password or domain name is not correct, Please re-enter" error message. This error message is misleading because it does not inform you that the SPNs are not configured correctly. For more information about resolving this issue, visit www.blackberry.com/btsc to read KB22775. (DT 506774)

If you configure database mirroring using a static port number other than port number 1433, the BlackBerry Administration Service and BlackBerry Enterprise Server components cannot connect to the mirror BlackBerry Configuration Database. (DT 501985)

Workaround: Configure database mirroring using static port number 1433.

If you access the BlackBerry Administration Service in a language other than English using Mozilla® Firefox® or Safari, the information in the Status section on the home page of the BlackBerry Administration Service appears in English. (DT 495829)

When an Enterprise Service Policy prevents a BlackBerry device from being activated, the BlackBerry Administration Service still displays "The device that is connected to your computer has been activated" message. (DT 491663)

When you send a Delete all device data and disable device command to a BlackBerry device that is running a HeadRev build, the BlackBerry Administration Service closes. (DT 482771)

The description for the Enterprise Administrator role in the BlackBerry Administration Service states that the Enterprise Administrator has all rights as security administrator, except that the administrator can only view role assignments. To clarify, the Enterprise Administrator has full permission to administer the BlackBerry® Enterprise Solution but cannot change, delete, or create roles. (DT 482257)

The setting for the Microsoft® Word 2007 distiller is displayed incorrectly in the BlackBerry Administration Service after upgrading from BlackBerry Enterprise Server versions 4.1 SP6 MR5 and 4.1 SP4 MR1. (DT 459538)

If you attempt to create a user account that already exists on the BlackBerry Enterprise Server, the BlackBerry Administration Service displays the "The BlackBerry Administration Service cannot find the records you were looking for. All users matching the search criteria have been created. Verify the search criteria you specified and try again" error message. (DT 455396)

Workaround: You must first delete the existing user account before you can create a new user account with the same information.

When you configure the LDAP server address in **Servers and Components > BlackBerry Solution Topology > BlackBerry Domain > Component view > BlackBerry MDS Connection Service > LDAP tab > Service URL** field, the BlackBerry Administration Service requires you to type the FQDN of the LDAP server and not the LDAP URL (for example, ldap://*<FQDN>*:*<PORT>*). (DT 430650)

Workaround: Type *<FQDN>*:*<PORT>* in the **Service URL** field.

When the value for the MDSConfig.LDAPBaseQuery is empty, the BlackBerry Administration Service displays an error message if you try to configure the BlackBerry MDS Connection Service settings. (DT 400528)

When using multiple tabs in Windows Internet Explorer 7 to access the BlackBerry Administration Service, the information you type in one tab might appear in another tab. (DT 387664)

Workaround: Use multiple windows instead of multiple tabs.

You cannot open a Microsoft Word document created using OpenOffice.org version 3.1.1 using the BlackBerry Administration Service. (DT 356212)

Workaround: Use OpenOffice.org version 2.x to save the file.

The **Set Owner Information** field in the BlackBerry Administration Service has a character limit of 125 characters. This is inconsistent with the **Set Owner Info** field on the BlackBerry device which can save up to 127 characters. (DT 354917)

Workaround: Restrict the number of characters you enter into the **Set Owner Information** field in the BlackBerry Administration Service and the **Set Owner Info** field on the users' BlackBerry device to under 125 characters.

In German, when you restart a BlackBerry Enterprise Server, the BlackBerry Administration Service displays question marks (?) for the status. (DT 354723)

After you upgrade the BlackBerry Configuration Database, the user search page might take longer then expected to display. (DT 354697)

If the name of a public folder includes an underscore (_) and the public folder includes subfolders, the BlackBerry Administration Service displays the public folder twice (once with the underscore and once without the underscore). (DT 354629)

When importing 1000 or more user accounts from a file, the BlackBerry Enterprise Server might use more system resources than expected. (DT 351716)

After a user installs an application on the device using the application loader tool and you assign a new software configuration with an updated version of the application to the user account, when the user reconnects the device to the application loader tool, the application loader tool displays the previous version of the application instead of the updated version. (DT 291336)

Workaround: On the user's computer, in the Windows registry, in HKEY_LOCAL_MACHINE\SOFTWARE\Research In Motion \BlackBerry\Loader\Packages, delete the registry key for the application.

When resolving IT policies that are assigned to groups and subgroups, the BlackBerry Administration Service displays an incorrect status. The correct IT policy is sent to the device. (DT 286149)

The BlackBerry Administration Service version 5.0 SP1 takes longer than BlackBerry Administration Service version 5.0 to add user accounts to a group. (DT 264571)

When attempting to view resolved applications for a user account, in certain circumstances, the BlackBerry Administration Service displays an error message. (DT 262643)

Workaround: Try to view resolved applications for a second time.

In some circumstances, the **Current Carrier** field in the BlackBerry Administration Service displays the local carrier instead of the home carrier network. (DT 242867)

When a user enables the option "encypt all incoming messages" in their person document, enterprise activation fails but the BlackBerry Configuration Database is not updated accordingly and the BlackBerry Administration Service console does not show the failure. (DT 232352)

In certain circumstances, the BlackBerry Monitoring Service cannot connect to the BlackBerry Administration Service because of a certificate error and writes the javax.net.ssl.SSLHandshakeException: "Received fatal alert: certificate_unknown error message to the log file" error message. (DT 220014)

If you create the BlackBerry Configuration Database using the createdb.exe tool, the BlackBerry Administration Service displays the following exception when accessing **Server and components > BlackBerry Solution Topology > BlackBerry Domain Component view > BlackBerry Administration Service**: "The application has encountered a system error. Please report this error to the System Administrator. (EXCEPTION-com.rim.bes.bas.servicemanager.ServiceNotFoundException)". (CHD 356069)

Workaround: Contact RIM® Technical Support.

After you re-enable a user as a BlackBerry device user, no instructions are available for you to search for the user to associate the device with. (SDR 249435)

BlackBerry Attachment Service known issues

If you configure a BlackBerry® Enterprise Server to use a remote BlackBerry Attachment Service, stop the local BlackBerry Attachment Service, and upgrade the BlackBerry Enterprise Server to 5.0 SP2, the remote BlackBerry Attachment Service cannot process attachments. (DT 658624)

Workaround: in the BlackBerry Administration Service, modify any of the settings for the BlackBerry Attachment Connector and save your changes. Afterwards, change the settings back their previous values.

You cannot view all columns of a Microsoft® Excel® spreadsheet on a BlackBerry® device that contains Chinese Characters if you save the file using Microsoft Office 2003. (DT 625814)

Workaround: Save the spreadsheet using Microsoft Excel 2007 or later.

When you install a BlackBerry Enterprise Server without a BlackBerry Attachment Service, install the BlackBerry Attachment Service on a remote computer, and configure the BlackBerry Attachment Service to connect to the BlackBerry Attachment Connector on the BlackBerry Enterprise Server, the BlackBerry Attachment Service cannot connect to the BlackBerry Attachment Connector on the BlackBerry Enterprise Server, and the "An unknown error was encountered" error message displays on the BlackBerry device when a user is viewing email messages with attachments. (DT 543151)

Workaround: Do not connect a BlackBerry Attachment Service with a remote BlackBerry Attachment Connector.

BlackBerry device users cannot open .pdf files on their devices. (DT 538050)

Users cannot view .doc files created using Kingsoft® Office 2009. Currently, BlackBerry Enterprise Server 4.1.x and 5.0.x only support Microsoft Office attachments. (DT 527857)

Users cannot view text in columns in a .pdf file when viewing the using the "View as text" option. (DT 473169)

When the BlackBerry Enterprise Server runs on Windows Server® 2008, users cannot open .mp3 files on their devices. (DT 395150)

When users view .pptx files on their devices, the background colors might not display properly. (DT 280165)

Turning off support for a specific attachment file format using the BlackBerry Attachment Service does not take effect after the BlackBerry Dispatcher is restarted. (DT 216055)

Workaround: Restart the IBM® Lotus® Domino® server.

When users view .pptx files on their devices, the sizing and spacing of tables might not display properly. (DT 208027)

In certain circumstances, the BlackBerry device does not display a Microsoft® PowerPoint® document correctly. (SDR 336357)

In a Windows Server environment, the BlackBerry Attachment Service does not support .mp3 files on BlackBerry devices. In this environment, the BlackBerry Attachment Service does not support any audio file formats on BlackBerry® 7100 Series devices. (SDR 270220)

Workaround: Host the BlackBerry Attachment Service on a computer that uses Windows Server 2003 if you want the BlackBerry Attachment Service to support .mp3 files on BlackBerry devices and all audio formats on BlackBerry 7100 Series devices that support CDMA networks.

BlackBerry Collaboration Service known issues

When using the BlackBerry® Collaboration Service with Microsoft® Office Communications Server 2007, the BlackBerry Collaboration Service might use more private memory resources than expected. As a result, the BlackBerry Collaboration Service might stop responding, and the BlackBerry Controller might not restart the BlackBerry Collaboration Service. (SDR 287243)

Workaround: If this problem occurs, contact RIM® Technical Support.

BlackBerry Configuration Database known issues

If you install the BlackBerry® database notification system, when you run the NotifyMasterInstall.sql file, the Microsoft® SQL Server® generates errors. (DT 608509)

The current LoadPlugSynchronization.sql script removes duplicate table IDs from the SyncDeviceMgmt table, however it does not remove redundant counts. (DT 595731)

In some circumstances the BlackBerry database notification system does not function correctly because the extended stored procedures required to obtain the host name, machine name, and computer name of the BlackBerry Configuration Database server are stored in the master database and will not be accessible for security reasons, for some organizations. (DT 564423)

When you upgrade the BlackBerry® Enterprise Server without installing the BlackBerry database notification system, the dbo.GetHostName stored procedure is also installed in the BlackBerry Configuration Database, though it is not required. (DT 560408)

When you run NotifyMasterInstall.sql to install the BlackBerry database notification system, the script generates the "The system cannot find the file specified" warning message. (DT 509823)

Workaround: Run the NotifyMasterInstall.sql script that is located in the following location in the installation package: Database\DBInstallScripts\SQLServer\5.0\.

If you upgrade the BlackBerry Enterprise Server, the presence of orphaned records causes database upgrade errors. (DT 506477)

If you configure database mirroring and the mirror BlackBerry Configuration Database does not use port number 1433, the BlackBerry Enterprise Server cannot connect to the mirror BlackBerry Configuration Database. (DT 504239)

Workaround:

1. Click **Start > Run**.
2. Type **regedit**.
3. Perform one of the following actions:
   - If you are running a 32-bit version of Windows®, navigate to HKEY_LOCAL_MACHINE\SOFTWARE\Research In Motion\BlackBerry Enterprise Server\Database.
   - If you are running a 64-bit version of Windows, navigate to HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node \Research In Motion\BlackBerry Enterprise Server\Database.
4. Change the value of **FailoverServerMachineName** to **u10app02sen101**.

5. Restart the BlackBerry Enterprise Server.

The BlackBerry Enterprise Server for Microsoft® Exchange will not connect to a mirrored BlackBerry Configuration Database in the event of a failover if the Microsoft® SQL Server® is running in a non-standard port (for example, port 1424). For more information, visit: http://msdn.microsoft.com/en-us/library/ms366348(SQL.90).aspx. (DT 501985)

The BlackBerry Administration Service stops responding when adding user accounts if there is a large number of groups (more than 3000) in the BlackBerry Configuration Database. (DT 493278)

If you use the user and server statistics in Microsoft SQL Server, performance issues might occur. (DT 399135, SDR 188502)

The BlackBerry Configuration Panel permits you to change the Microsoft® Active Directory® domain name, which might cause conflicts with the Microsoft Active Directory information configured in the BlackBerry Administration Service if the **Global Catalog Server Discovery** field is not set to **Automatic**. (DT 316060)

The BlackBerry Enterprise Server components will not start if the Microsoft SQL Server has a certificate larger than 4 KB with JDBC® Driver 1.2. The connection to the database fails with a TDS error. (DT 230816)

Workaround: You can either reduce the size of the certificate, issue a smaller certificate, or remove the certificate from the Microsoft SQL Server.

If you are using the BlackBerry database notification system, RimEsp.dll might cause memory fragmentation in the Microsoft SQL Server. (DT 104132)

Workaround: Remove the BlackBerry database notification system from the Microsoft SQL Server.

BlackBerry Configuration Panel known issues

The BlackBerry® Configuration Panel displays the BlackBerry Configuration Database name in the **Database mirroring** tab, even if you did not configure database mirroring. (DT 627546)

The BlackBerry Configuration Panel allows you to change a primary BlackBerry® Enterprise Server to a standby BlackBerry Enterprise Server on the **BlackBerry Server** tab when a standby BlackBerry Enterprise Server does not exist. (DT 535406)

When the BlackBerry Controller is installed, the **Logging** tab appears in the BlackBerry Configuration Panel. The **Logging** tab should only appear when the BlackBerry Router or the BlackBerry Monitoring Service is installed and should not appear when the BlackBerry Controller is installed because you configure logging in the BlackBerry Administration Service. (DT 513174)

In the BlackBerry Configuration Panel, in the **Monitoring Console** tab, there is a **Set as Primary** button that is always disabled. Since the BlackBerry Monitoring Service can only run on one computer in a BlackBerry Domain, this button should not appear. (DT 426975)

In the BlackBerry Configuration Panel, the **SQL Server** field in the **Database Connectivity** tab does not include the instance name of the database server. (DT 137254)

BlackBerry Controller known issues

The BlackBerry® Controller waits 30 minutes before restarting the BlackBerry® Enterprise Server if it detects that NSD is running. (DT 588405)

Workaround:

1. Click **Start > Run**.
2. Type **regedit**.
3. Perform one of the following actions:
   - If you are running a 32-bit version of Windows®, navigate to HKEY_LOCAL_MACHINE\SOFTWARE\Research In Motion\BlackBerry Enterprise Server\Controller.
   - If you are running a 64-bit version of Windows, navigate to HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Research In Motion\BlackBerry Enterprise Server\Controller.
4. Double-click **WaitForNSDToComplete**.
5. In the **Value** data field, change the number of minutes that the BlackBerry Controller waits for NSD to finish when the BlackBerry Controller tries to restart the BlackBerry Messaging Agent.
6. Restart the BlackBerry Controller.

If the BlackBerry® Controller creates multiple consecutive dumps on hung threads, the latest dump file overwrites the previous dump file if the latest file is created in the same minute as the previous dump file; the dump files are named based on the minute that they are created. (SDR 214488)

BlackBerry Dispatcher known issues

If you have two BlackBerry® Enterprise Server instances in a high availability pair, both instances host the BlackBerry Collaboration Service, both instances use the primary instance's BlackBerry Collaboration Service, and you fail over the primary BlackBerry Enterprise Server instance, the newly promoted BlackBerry Enterprise Server instance tries to continue using the previous primary instance's BlackBerry Collaboration Service even though it is not available. (DT 641661)

When a BlackBerry Enterprise Server service tries to connect to the BlackBerry Dispatcher, if the required port (3200) is not available, you must restart the BlackBerry Enterprise Server to restore functionality. (DT 489087)

If two BlackBerry device users swap devices and then failover occurs, the BlackBerry Dispatcher detects duplicate PINs and resets the PIN to 0 for one of the devices, causing the device to stop functioning. (DT 454394)

Workaround: Restart the standby BlackBerry Dispatcher before the failover occurs, or reactivate the user when the PIN is reset to 0.

In certain circumstances, the BlackBerry Dispatcher removes user accounts and then re-adds them at a later time. (DT 403695)

The APB engine loops if it is unable to write to a hard drive. As a result, a high amount of hard drive and CPU resources are used. (SDR 207982)

BlackBerry Enterprise Server Alert Tool known issues

In certain circumstances, on Windows Server® 2008 operating systems, BlackBerry® Enterprise Server version 5.0 alert console messages are not supported. (SDR 281079)

BlackBerry MDS Connection Service known issues

If a URL includes escaped Unicode characters (for example, %u00), the BlackBerry® MDS Connection Service attempts to convert the URL and the BlackBerry device displays an Invalid Authority error message. (DT 606970)

If you enter an invalid LDAP port value during the installation process, you cannot access the BlackBerry MDS Connection Service settings using the BlackBerry Administration Service. For example, if you enter a value that is not within the range of 1 and 65, 535 the LDAP value will be set to NULL. (DT 596589)

Workaround: Contact RIM® Technical Support.

If you attempt to push an application to multiple devices running different versions of the BlackBerry® Device Software using the BlackBerry Administration Service, a directory should be referenced in a single line in the .alx file. For example, if the .alx file contains the following lines, only the last line will be read by the BlackBerry Administration Service and the applicaiton may not be successfully pushed to devices running the BlackBerry Device Software version 4.6.0. (DT 579943)

<directory _blackberryVersion="[4.5.0,4.5.1)">For_4.5.0</directory>

<directory _blackberryVersion="[4.6.0,4.6.1)">For_4.6.0</directory>

<directory _blackberryVersion="[4.6.1,4.6.2)">For_4.6.0</directory>

Workaround: Add the release version of the BlackBerry Device Software in one line. For example, list the the complete version of BlackBerry Device Software 4.6.x in a single line in the .alx file as follows:

<directory _blackberryVersion="[4.5.0,4.5.1)">For_4.5.0</directory>

<directory _blackberryVersion="[4.6.0,4.6.2)">For_4.6.0</directory>

When you upgrade BlackBerry® Enterprise Server to 5.0 SP2, the **Use persistent sockets** option for the BlackBerry MDS Connection Service is not turned on. (DT 544316)

Workaround:

1. In the BlackBerry Administration Service, navigate to **BlackBerry Solution topology > BlackBerry Domain > Component view > MDS Connection Service**.
2. Select the BlackBerry MDS Connection Service instance that you want to change.
3. Click **Edit instance**.
4. Change **Use scalable sockets** to **Yes**.
5. Click **Save**.

When the BlackBerry MDS Connection Service downloads an attachment from a web server that uses HTTPS, the BlackBerry MDS Connection Service writes an IOCancelledException error message to its log file and cannot download the attachment. (DT 531836)

In some circumstances, you cannot push applications that rely on the vendor ID over the wireless network using the BlackBerry Enterprise Server. The vendor ID must use a hexadecimal value for the vendor ID. (DT 522454)

After creating a certification authority profile and assigning the IT policy to the device, when a user enrolls a certificate, the device might display a "The server is unable to find the specified certification authority profile" and not enroll the certificate. (DT 501581)

Workaround: Wait 10 to 15 minutes and try again. This workaround might not resolve all situations.

After you configure the BlackBerry MDS Connection Service to support Microsoft® Active Directory® authentication, if the user's user name or password includes a space, authentication does not complete successfully when a user searches for files from a shared location. (DT 490943)

Workaround: Perform one of the following actions:

- Remove the space in the user's user name.
- Create a Windows® group policy that does not permit spaces within a password.

If a user tries to browse to WML pages that include invalid WML using the BlackBerry® Browser on a device, the device displays an HTTP 500 error message. (DT 489855)

Workaround: Perform one of the following actions:

- Verify that the WML pages use valid WML
- Instruct the user to use another browser (for example, a WAP browser or hotspot browser).

If a page sets a cookie, the BlackBerry MDS Connection Service does not pass the cookie on to any other pages. (DT 486192)

If you configure a proxy server and a user receives an HTTP 400 error when the user access an HTTPS Intranet site, the user recieves an HTTP 400 error for each site the user browses to afterwards. (DT 450427)

Workaround: Restart the BlackBerry MDS Connection Service.

When you click on a BlackBerry MDS Connection Service instance on the **Servers** and **Components** section, the BlackBerry Administration Service displays a "The request could not be completed" error message if the **Default Server Base Query** field has an empty value. (DT 400528)

Workaround: The valid values for the **Default Server Base Query** field are Null or 1 to 1024.

The Via header that the BlackBerry MDS Connection Service sends to the device does not include protocol information and does not comply with RFC 1616. (DT 391707)

If the BlackBerry Enterprise Server and the OCSP server are located on different domains or if the BlackBerry Enterprise Server does not have permissions to access the OCSP server, the BlackBerry MDS Connection Service does not sucessfully query the responder URL of the OCSP server and writes the "CRL, No CRL servers are available. Returning status UNKNOWN for Cert [0]>" message to the log file. (DT 397039)

The BlackBerry MDS Connection Service does not inline CSS files and JavaScript files that are protected using NTLM authentication and might not perform as expected. (DT 364854)

When a user browses to web sites that contain Microsoft® PowerPoint® presentations, the browser on the BlackBerry device might not display slides correctly. (DT 349191)

Workaround: On the computer that hosts the BlackBerry MDS Connection Service, in C:\Program Files\Research In Motion \BlackBerry Enterprise Server\MDS\Servers\instance\config, in the rimpublic.property file, add the following property: AsClientConfig.ChunkSizeKBytes=1024.

If you import a self-signed certificate into the proxy server keystore, users cannot install an application that the BlackBerry MDS Connection Service accesses using HTTPS as the secure status of the certificate is not maintained. The users see an HTTP 500 error on the device. (DT 344187)

Workaround: Use certificates that certification authorities sign.

After you configure a proxy server, NTLM authentication, the BlackBerry MDS Connection Service to support HTTP authentication, and permit caching of NTLM credentials for devices, if a user provides incorrect credentials to an intranet site, the user can no longer browse the Internet. (DT 259525)

Workaround: Configure a .pac file or provide correct credentials when proxy authentication is requested to clear the cache.

When the BlackBerry MDS Connection Service receives a push request for multiple email addresses or PINs and one of the email addresses or PINs is invalid, the BlackBerry MDS Connection Service responds with the "HTTP/1.1 403 Forbidden message" message instead of the "HTTP/1.1 200 OK" message. (DT 253519, DT 253542)

The BlackBerry MDS Connection Service does not log messages when a pull rule denies access. (DT 100902)

Users cannot update the chain status of certificates over the wireless network. BlackBerry MDS Connection Service cannot verify the signature of the certificate and users cannot send S/MIME encrypted messages. (SDR 220951)

Workaround:

1. Connect the user's device to the user's computer.
2. Open the BlackBerry® Desktop Manager.
3. Click **Synchronize Certificates**.
4. Select a check box beside one or more certificates.
5. Click **Synchronize.**

BlackBerry MDS Integration Service known issues

You cannot log in to the BlackBerry® MDS Application Console. The BlackBerry Administration Service displays the "The MDS Integration Service is unavailable. The MDS Integration Service may need to be restarted." error message. (DT 535302)

Workaround: A self-signed SSL certificate was incorrectly issued to the wrong service URL. When you install the BlackBerry Administration Service and BlackBerry® Web Desktop Manager, the setup application generates an SSL certificate to protect the HTTPS connection. You can import a self-signed SSL certificate or a trusted certificate that a certification authority signs after the installation process completes. For more information on how to import SSL certificates for the BlackBerry Administration Service and BlackBerry Web Desktop Manager, see the *BlackBerry Enterprise Server Administration Guide*.

If you schedule a job and restart the BlackBerry Administration Service services, the scheduled jobs are removed. (DPI 225933)

Workaround: Reschedule the jobs after the BlackBerry Administration Service services restart.

In an environment that includes database mirroring, if the principal BlackBerry Configuration Database stops responding or is shut down, you cannot log in to the BlackBerry Administration Service, BlackBerry MDS Application Console, or BlackBerry Monitoring Service console. For more information, see http://blogs.msdn.com/psssql/archive/2008/12/31/sql-2005-jdbc-driver-and-database-mirroring.aspx. (DPI 225839)

In an environment that includes multiple BlackBerry MDS Connection Service instances, BlackBerry devices cannot activate with BlackBerry MDS Integration Service. (DPI 225235)

Workaround: Try activating the devices again.

The BlackBerry MDS Application Console does not support languages other than English. (DPI 224878)

If you configured the BlackBerry® Enterprise Server environment to support high availability for the BlackBerry MDS Integration Service, the high availability page in the BlackBerry Administration Service might not display accurate information about the BlackBerry MDS Integration Service instances. (DPI 223533)

If a user uses a BlackBerry MDS Runtime Application that uses a DbConnectorPlugin to retrieve data from a database server, when the user clicks **More** to view data that is displayed on multiple pages, data might not be returned and an "invalid request or session timed out" error message might display. (DPI 222098)

BlackBerry Messaging Agent known issues

When a BlackBerry® device user searches for the contact information for users with Japanese characters in their user names, the device displays the Japanese characters in the user names as question marks (?). For more information, visit www.blackberry.com/btsc to read KB22800. (DT 660383)

When a user sends a message that includes Base-64 encoded images from a device, the BlackBerry Messaging Agent changes the encoding to binary, which might cause messages to be bounced back to the user. (DT 635468)

If the BlackBerry Messaging Agent stops with an Exit code of 128, and the BlackBerry Controller restarts it, users might not be initialized because databases are still open. (DT 625277)

Workaround: Increase the wait count before the BlackBerry Messaging Agent restarts.

When a user adds or changes the follow-up flag to a MIME-formatted message on a BlackBerry device, the message no longer displays as expected. (DT 620513)

When the BlackBerry® Enterprise Server synchronizes a large address book, it might use more memory than expected and might reinitialize the synchronization process. (DT 616546)

Workaround: Remove unnecessary contacts from the address book.

If an IBM® Lotus Notes® user replies from a device to a message sent from Microsoft® Outlook®, the recipients cannot open the message using Lotus Notes. (DT 602743)

Workaround: Instruct senders to send messages in opaque format.

If a user sends a message that is encoded using Windows-874 encoding, the device cannot display the message. (DT 598991)

If users create new folders on the device using Japanese characters, the folders are not synchronized to the users' email applications. (DT 596277)

The BlackBerry Messaging Agent might stop responding because it caches too many unread messages. (DT 587607)

Workaround: Remove the affected users or switch their mail database to a clean mail database.

If you configure the BlackBerry Enterprise Server to prepopulate messages on the device, activate the device, cancel the activation process and reactivate the device, the messages that were cancelled are not resent until the BlackBerry Enterprise Server restarts. (DT 556404)

If you receive an email message that was sent with the Prevent Copying delivery option, and then send a reply, the error message "Attachment upload failed on server" appears. (DT 541645)

When a user sends a Base-64 encoded message that includes UTF-8 characters, the BlackBerry device cannot display the message. (DT 540326)

When you migrate a user using the BlackBerry Enterprise Transporter while the device is out of the wireless coverage area, the device might reject queued messages if it has not yet received updated service books from the destination BlackBerry Enterprise Server. This issue also applies to folders, calendars, and other packet types. (DT 523005)

Workaround: Resend the messages.

In an environment that includes an IBM® Lotus® Domino® cluster and users with a large number of unread messages, when the cluster fails over, if the Note IDs for the replicated messages are not the same, the BlackBerry Enterprise Server reprocesses all unread messages and it might take a long time before devices receive the messages. (DT 511330)

Workaround: Mark all messages as read.

In an environment that includes Lotus Domino 8.5.1, in certain circumstances, when the BlackBerry Messaging Agent is processing a meeting update for a BlackBerry device that is outside the wireless coverage area, the BlackBerry Messaging Agent might not open the calendar entry correctly. This can cause the BlackBerry Messaging Agent to stop responding and an access violation might occur. (DT 504874)

If users send a plaintext email message that is smaller than 2KB to devices, devices display "More available: 1 bytes" message at the end of the message. (DT 502079)

Workaround: In the Email options on the device, turn on Auto More.

If the BlackBerry Enterprise Server is restarted between the point that the messages are queued up and then resubmitted to the device, the BlackBerry Enterprise Server can send messages that are 2 years old to the device. (DT 491629)

If you move a user account from a BlackBerry Enterprise Server that is not running to a BlackBerry Enterprise Server that is, the BlackBerry Enterprise Server recreates the profile database and creates a new data source ID for the user account. This issue results in a full synchronization process. (DT 485933)

The BlackBerry Messaging Agent can initialize a user before the BlackBerry Dispatcher assigns the user an Agent ID. This can cause the BlackBerry Dispatcher to reject the packets that the BlackBerry Messaging Agent sends. This issue can be exagerated if you are using the BlackBerry database notification system. (DT 484418)

When processing a recurring task with a recurring date that is far into the future, the BlackBerry Messaging Agent might stop responding. (DT 475231)

The BlackBerry device cannot display images that are embedded in rich-text email messages. (DT 470732)

A user may be denied access to a public folder even though they are members of a group that is included in the access control list in Lotus Notes. (DT 461809, DT 448774)

Workaround: Manually add the user account to the access control list.

If a user is restricted from accessing a public folder using Lotus Notes while the BlackBerry Enterprise Server is not running, when the BlackBerry Enterprise Server is restarted the user still has access to the public folder. (DT 451773)

Workaround: Permit the user access to the public folder and then restrict access to that folder when the BlackBerry Enterprise Server is running.

In the BlackBerry® Enterprise Server for Microsoft® Exchange, in certain circumstances, after you configure users to synchronize with public folder contacts and then fail over the BlackBerry Enterprise Server to another high availability pair, the BlackBerry Messaging Agent stops responding. (DT 451637)

Workaround: Disable synchronization with public folders at the server level.

When the SRP thread stops responding, the BlackBerry Controller does not restart the threads and messages cannot be delivered to the device. (DT 445451)

Workaround: Restart the BlackBerry Controller.

Users cannot view messages encoded with Shift_JIS character encoding correctly. (DT 439400)

Workaround: Select the "Get Plain Text" option on the device.

In certain circumstances, the BlackBerry Messaging Agent attempts to delete memory handles that it did not create and writes the "Assertion failed: Deleted Memory handle which we did not allocate" error message to the log file. (DT 403648)

When an email message with an empty body is sent to a BlackBerry device, the email message is sent in plain text instead of HTML. (DT 403637)

The average message latency (the average length of time between the message arriving on the mail server and the delivered message appearing on the user's device) is not calculated correctly. An event error 40181 appears in the log file every 15 minutes. (DT 403553)

In certain circumstances, when a user uses a device to send email messages that contain HTML and rich content, the email messages do not display on the recipients' devices. (DT 403549)

In certain circumstances, if an email message contains graphics, the BlackBerry device does not display the graphics and the "Assertion failed: Deleted MEMHANDLE handle which we did not allocate" error message appears in the BlackBerry Messaging Agent log file. (DT 403542)

In certain circumstances, BlackBerry device users receive email messages in a different order than how they arrived in the messaging server. (DT 403427)

In certain circumstances, if you reactivate a user account, the BlackBerry Messaging Agent cannot synchronize the user's address book or journal over the wireless network. (DT 403206)

Workaround: Connect the BlackBerry device to a computer that can access the BlackBerry Administration Service and populate the user's address book and journal. The user's address book and journal will successfully update over the wireless network.

When a user changes the email address of a contact on a BlackBerry device, the update does not synchronize to Lotus Notes. (DT 401884)

Workaround: Use Lotus Notes to change the email addresses of contacts.

After you move a BlackBerry device user to a new BlackBerry Enterprise Server, organizer data synchronization does not occur. (DT 401036)

Workaround: Restart the BlackBerry Controller to restart the BlackBerry Messaging Agent.

In an environment that includes Lotus Domino 8, in some rare circumstances, the BlackBerry Messaging Agent delays synchronizing the read status of an email message to a BlackBerry device. (DT 400937)

Workaround: In the Windows® registry, set the PollByMailServer key to 0.

If a user forwards a message with a .wav file attachment, the recipient cannot open the attachment on the BlackBerry device if support for rich-content email messages is turned on for the device. (DT 400595, SDR 218023)

Workaround: Turn off support for rich-content email messages for the device.

If a user forwards a message to a large number or recipients (over 350) using their device, the body of the original message might be blank. (DT 395576)

Workaround: Select the "Prefers Notes Rich Text" option in the "Format preference for incoming mail" field in Lotus Notes when sending an email to a large number of recipients (over 350).

If you change the name of a user in Lotus Domino and replicate the change to the BlackBerry Enterprise Server, the BlackBerry Administration Service does not display the updated name. (DT 392812)

Workaround: Restart the BlackBerry Dispatcher.

In certain circumstances, after adding a user's email address to the contact list, the email address on the BlackBerry device does not include the domain information. (DT 375379)

Workaround: On the BlackBerry device, add the domain information to the email address.

If a user sends a message to more than 32 recipients, all recipients receive the message, but only the first 32 recipients display in each of the To, CC, and BCC fields on a recipient's BlackBerry device. If a user selects Reply To All from the device, the reply is sent to the truncated list of 32 recipients only. (DT 375175)

Workaround: If you want message replies to be sent to all recipients, including those that are not listed in the To field, in HKEY_LOCAL_MACHINE\SOFTWARE\Research In Motion\BlackBerry Enterprise Server\Agents, create the DWORD value HonorInsertOriginalRecipients and set the value to a non-zero number.

If you do not replicate the BlackBerry state databases to the standby BlackBerry Enterprise Server, when you start the standby BlackBerry Enterprise Server for the first time, user initialization might take longer than expected. (DT 359879)

Workaround: Replicate the BlackBerry state databases to the computer before installing the standby BlackBerry Enterprise Server.

If you add another email address to a user account in Lotus Domino and separate the email addresses using a carriage return, the log file for the BlackBerry Messaging Agent includes the carriage return. (DT 357088)

Workaround: Use only one email address for each user account.

When the BlackBerry Enterprise Server sends a new key to a BlackBerry device, or a BlackBerry device is reactivated, the Activation status does not update correctly in the BlackBerry Administration Service. (DT 356625)

After sending an email message that includes a large attachment to a BlackBerry device, the pending packets count on the BlackBerry Enterprise Server increases. (DT 351346)

Workaround: Restart the BlackBerry Enterprise Server.

When a user configures the option "Encypt all incoming messages" in the person document, and you configure the BlackBerry Enterprise Server so that it does not support rich text formatting, unencrypted copies of encrypted MIME and RTF email messages appear in the user's Trash folder. (DT 345273)

Workaround: In the BlackBerry Administration Service, configure the BlackBerry Enterprise Server to support rich text formatting and inline images in email messages.

The BlackBerry Messaging Agent does not send messages that include .vcf file attachments that are larger than 127KB to a BlackBerry device. (DT 306156)

Workaround:

1. Click **Start > Run**.
2. Type **regedit**.
3. Perform one of the following actions:
   - If you are running a 32-bit version of Windows®, navigate to HKEY_LOCAL_MACHINE\SOFTWARE\Research In Motion\BlackBerry Enterprise Server\Dispatcher.
   - If you are running a 64-bit version of Windows, navigate to HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node \Research In Motion\BlackBerry Enterprise Server\Dispatcher.
4. Create a DWORD key named **MaxUncompDataSizeBytes**.
5. Change the value of the key to the maximum size, in bytes, of .vcf file attachments that you want the BlackBerry Messaging Agent to send to a device. The default value is 130048 bytes (127KB).

6. Restart the BlackBerry Dispatcher service.

You cannot send PIN or email messages from the BlackBerry Administration Service without populating both the Message subject and Message body fields. (DT 266040)

After a failover of the BlackBerry Enterprise Server, users might receive messages in the incorrect order on their BlackBerry devices. (SDR 199980)

BlackBerry Monitoring Service known issues

The BlackBerry® Monitoring Service increases its usage of computer memory over 72 hours until the computer stops responding. (DT 647219)

Workaround: Restart the BlackBerry Monitoring Service.

When an alarm is activated, the BlackBerry Monitoring Service displays a system error and logs you out. This is an intermittent issue. (DT 645199)

If a user clicks an alarm in the BlackBerry device dashboard that does not include a message (because it was deleted), the BlackBerry device dashboard stops responding. (DT 643050)

If email addresses include special characters, when you try to create a contact using that email address, the BlackBerry Monitoring Service displays a system error and logs you out. The BlackBerry Monitoring Service Polling Engine service also stops. (DT 632907)

The BlackBerry device dashboard displays all timestamps in UTC time, not in the time zone that the device uses. (DT 629272)

After the BlackBerry® Enterprise Server fails over, when you access the BlackBerry Monitoring Service console, you do not see the login page and cannot log in. The BlackBerry Monitoring Service writes the following error message to its log file: "com.rim.bes.bas.web.common.CommonExceptionPresenter] [WARN] [BBAS-2007] {unknown} Caught unknown exception" (DT 626752)

Workaround: Restart the BlackBerry Monitoring Service.

When you click a message icon for an alert message, the BlackBerry Monitoring Service does not redirect you to the message. Instead, it redirects you to the first page of messages. (DT 620179)

You cannot remove preconfigured threshold rules. If you try to delete them, they are automatically recreated. (DT 619039)

Workaround: Disable the rule instead.

The BlackBerry Monitoring Service does not update dashboard user items when the UserPollMax count is aggregated because the BlackBerry Monitoring Service does not retrieve the user properties every polling cycle. (DT 615480)

When you try to turn off monitoring for a non-SNMP server, the BlackBerry Monitoring Service can display the "Request not completed" error message, even though it does turn off monitoring. This issue is intermittent. (DT 614951)

If you press the F5 key or click the Refresh button to refresh the BlackBerry Monitoring Service, the BlackBerry Monitoring Service writes an error message to its log file and logs you out. This issue applies to all pages except the home page. (DT 600023)

When you delete a connection threshold, the BlackBerry Monitoring Service displays the "Unable to delete the threshold" error message, even though it does delete the connection threshold. (DT 597370)

If you generate a custom report that includes the start time and the end time, the time information is not displayed in a format that you can read. (DT 597188)

A .pdf file created from a quick report does not display Japanese user names correctly if the BlackBerry Monitoring Service console is in English when you create the .pdf file. (DT 596673)

When the list of messages for a monitored BlackBerry Dispatcher exceeds one page, the BlackBerry Monitoring Service displays the first page as a blank page. (DT 566030)

When you restart the BlackBerry Monitoring Service, a dialog box displays with the message "WMI Performance Adapter Service encountered a problem and needed to close". This is caused by an internal error. (DT 542948)

You cannot import the .mib file included with the BlackBerry Enterprise Server into a MIB browser. (DT 537475)

When you create a report for uninitialized user accounts, the report indicates that the user name field is sorted in descending order even though the user name field is sorted in ascending order. (DT 536927)

When the BlackBerry Administration Service stops, the BlackBerry Monitoring Service console displays a JavaScript® error. (DT 536608)

The BlackBerry Monitoring Service and the BlackBerry MDS Connection Service both use port number 8443 when the BlackBerry MDS Connection Service is configured to permit push applications to open trusted and untrusted connections. (DT 531776)

Workaround: Change one of the services to use another port number.

When you use a Safari browser, in the **User details** page, some tabs are truncated and do not display correctly. (DT 509761)

When you generate a custom report, the report is missing statistics data for several components. For example, reports are missing statistic data for the BlackBerry Attachment Service, BlackBerry Policy Service, BlackBerry Controller, BlackBerry MDS Integration Service, BlackBerry Collaboration Service, BlackBerry Router, and BlackBerry Synchronization Service. (DT 509136)

When generating a report, the BlackBerry Monitoring Service might miss events and not perform as expected. For example, if the BlackBerry Enterprise Server services stop while the BlackBerry Monitoring Service is generating a report for 1800 users, this issue might occur. (DT 491944)

When you add a thresholds rule (for example, a pending messages rule) to 2000 user accounts at one time, the BlackBerry Monitoring Service console no longer responds as expected and the application server for the BlackBerry Monitoring Service increases its CPU usage. (DT 455310)

If you delete a threshold for a user account or component data item that is in an alarm state, the alarm clears but a pass notification is not sent. As a result, an incorrect Fail message displays for a data item that is no longer in a failed state. (DT 440939, SDR 280608)

When you perform a ping test from the BlackBerry Monitoring Service console for a BlackBerry device that is connected to the BlackBerry Enterprise Server using a Wi-Fi® connection, the ping test fails. (DT 440928, SDR 291862)

If you turn off support for 8.3 file paths on the computer (by setting the HKLM\SYSTEM\CurrentControlSet\Control\FileSystem\NtfsDisable8dot3NameCreation registry key to 1), when you install the BlackBerry Monitoring Service, the web.keystore is not created. (DT 394681)

Workaround:

1. Configure the computer to support 8.3 file paths.
2. At a command prompt, run the following command: **"C:\Program Files\Research In Motion\BlackBerry Enterprise Server\Monitoring Service\bin\webGenKey.bat" C:\PROGRA~1\Java\jdk1.6.0_15 C:\PROGRA~1\Research In Motion\BlackBerry Enterprise Server\Monitoring Service\ besbms SDS-BES19.SDS.SW.RIM.NET**.

If you configure the BlackBerry Monitoring Service console to use DST, the BlackBerry Monitoring Service console displays the message time stamps as one hour after the alarm panel message time stamps. (DT 347442, SDR 362633)

Workaround: Restart all BlackBerry Monitoring Service services and refresh the browser.

In certain circumstances, SMS notification messages are not sent to users' BlackBerry devices due to a large number of error messages written in the BlackBerry Monitoring Service log file. (DT 339753)

After you configure a user time-based threshold, the BlackBerry Monitoring Service writes error messages to the BBMS-DCS log file. (DT 317931)

In certain circumstances, an HTTP 500 error message is displayed when you try to log into the BlackBerry Monitoring Service. (DT 315939)

Workaround: Remove the bas-config.properties file from the root directory.

If you do not type a value in the SNMP community name field and click **Test Configuration Settings**, the BlackBerry Monitoring Service displays an exception error message. (DT 231065)

In certain circumstances, the total user count in the BlackBerry Monitoring Service dashboard is not accurate. (DT 155295)

Workaround: Restart the BlackBerry Monitoring Service services.

When a user logs into the BlackBerry device dashboard and the BlackBerry device is in a different time zone from the BlackBerry Monitoring Service, the start and end date of the certificate do not match and the user cannot connect to the BlackBerry Monitoring Service. (DT 132363)

In certain circumstances, a time-based component threshold triggers immediately after you set the threshold. (SDR 298777)

In certain circumstances, the BlackBerry Monitoring Service does not run a diagnostic test after the BlackBerry Configuration Database fails over. (SDR 294753)

You cannot change the high availability scope of a BlackBerry Enterprise Server component after you add a threshold on a BlackBerry Enterprise Server component that uses load balancing (the BlackBerry Router, BlackBerry Administration Service, and BlackBerry MDS Integration Service). (SDR 294739)

Workaround: Create a new threshold on the BlackBerry Enterprise Server component that does not use load balancing. Then, change the high availability scope.

An exception error displays when a user with only the View BlackBerry Monitoring Service information permission searches for user accounts. (SDR 286133)

BlackBerry Policy Service known issues

When you set the Allow Other Message Services IT policy rule to No, devices running BlackBerry® Device Software 5.0 or later still display the **Email Settings** icon and permit users to configure a BlackBerry® Internet Service account. (DT 629143)

When you move a user account, the BlackBerry Policy Service writes misleading messages to its log file. For example, "No rows found to update." and "DATA = "PendingSBBlob". The BlackBerry Policy Service does not wait for the user information to be updated in the ITPolicyStatus table in the BlackBerry Configuration Database. (DT 600132)

If you change the SRP ID to an invalid ID and then change the SRP ID again to a valid ID, the BlackBerry Policy Service does not send the valid ID to the device and the device only receives the invalid ID. (DT 598250)

If you change the maximum attachment size in the BlackBerry Administration Service and restart the BlackBerry Policy Service, the BlackBerry Policy Service does not resend the service books with updates to BlackBerry devices. (DT 538460)

Workaround: Do not restart the BlackBerry Policy Service until service books are sent to BlackBerry devices.

The BlackBerry Policy Service intermittently stops checking the BlackBerry Configuration Database to determine whether there are any updates to IT policies or application control policies. The BlackBerry Policy Service does not write the following message to its log file at regular intervals: [40000] (02/03 13:29:05.220):{0xA24} SCS::PollDBQueueNewRequests - Change Detection Poll: ProcessingRequests 0, LowerThreshold 1, ProcessingBESes 1, MaxDomainJobs 300, MaxJobsToSchedule 300, MaxBESJobs 100, MaxRequestsToQueue 100, Requests 1, QueueInterval (ms) 60000. (DT 518906)

Workaround: Restart the BlackBerry Policy Service.

If an administrator saves an invalid BlackBerry® Enterprise Server SRP, despite a warning in the BlackBerry Administration Service, and then changes the SRP to a valid SRP, the service books with the valid SRP are never sent to the devices and the devices cannot send or receive email messages. (DT 403634)

If you assign a user a custom IT policy before activating the BlackBerry device for the first time, the IT policy reverts back to the default IT policy if the user is reactivated at a later date. (DT 400582, SDR 205854)

Workaround: Activate a user's BlackBerry device before assigning the user a custom IT policy.

The BlackBerry Enterprise Server returns out-of-office messages when a user sends a duress message from a BlackBerry device. (DT 263970)

BlackBerry Router known issues

The BlackBerry® Router writes the following log message to its log file, but there is insufficient information about the MaxServiceQueueSize registry key: "Pausing service receiver. Maximum relay session send queue size exceeded. Service: S47613137. Current relay send queue size: 18268. Max relay send queue size: 10240.To change the maximum queue size limit set the following DWORD value in the registry: HKEY_LOCAL_MACHINE\SOFTWARE\Research In Motion\BlackberryRouter \MaxServiceQueueSize=[New Limit MB]". (DT 612937)

If you change the **SRP Host Port (Outbound)** value in the BlackBerry Configuration Panel and restart the BlackBerry Router, the BlackBerry Router starts using the port you configured rather than the default port (3101). (DT 541717)

Workaround:

1. Open the BlackBerry Configuration Panel.
2. Verify the SRP address and SRP host port information.
3. Change the **BlackBerry Service Connection Port** to another port number (for example, 3105) and click **Apply**.
4. Change the **BlackBerry Service Connection Port** back to 3101 and click **Apply**.
5. Restart the BlackBerry Router.

If a Wi-Fi® enabled BlackBerry device is activated on the BlackBerry® Enterprise Server and the device is associated with a wireless access point, the BlackBerry Router writes a warning message to the BlackBerry Router log file. (SDR 293136)

BlackBerry Web Desktop Manager known issues

When a user uses BlackBerry® Web Desktop Manager to switch to another device, when BlackBerry Web Desktop Manager requests that the user connects their old device to back up their data but the user does not connect the old device, the user can still continue with the switch device process. As a result, BlackBerry Web Desktop Manager tries to back up the data that is on the new device and activates the new device even though it has not restored the data from the old device. (DT 605246)

If a user tries to back up the BlackBerry device, in certain circumstances, the BlackBerry® Device Manager might stop responding. (DT 566840, SDR 340985)

Workaround: Close the browser and try again.

If the **Allow user wireline activation** field is set to **No** on the **BlackBerry Web Desktop Manager Information** tab in the BlackBerry Administration Service, you cannot activate a BlackBerry device using the BlackBerry Administration Service. (DT 461923)

Logging known issues

When the BlackBerry® Enterprise Server sends an IT administration command, the audit record information does not include the email address of the device user, if the user is not active on the BlackBerry Enterprise Server. (DT 625187)

When the BlackBerry Enterprise Server processes SMS text messages that are in Unicode, the BlackBerry Enterprise Server does not include the closing quote in its log file and fields are missing. (DT 587721)

The text of SMS text messages in log files is sometimes replaced with multiple "@" characters. (DT 558344)

If you send a Set Owner Information command over the wireless network to a user's BlackBerry device, the event is not logged by the BlackBerry Administration Service. (DT 528724)

In certain circumstances, logs created by the BlackBerry System Requirements Tool display the incorrect BlackBerry Enterprise Server version. (DT 508489)

In some circumstances, the log files for the BlackBerry Administration Service might not display why a job is failing. For example, the log files will not report a failed notification to a JMS client. (DT 504305)

The location of each user's Tasks should be listed as each user's mail file in the BlackBerry Messaging Agent log file, but instead the location is blank in the BlackBerry Messaging Agent log file. (DT 401077, SDR 301360)

You cannot configure the logging for the BlackBerry Mail Store Service. (DT 235409)

The log files for the BlackBerry Mail Store Service are automatically deleted after 14 days. (DT 231153)

Workaround: In the Windows® registry, change the DebugLogMaxDailyFileAge value for the BlackBerry Mail Store Service.

On a computer that hosts a BlackBerry Administration Service, the BlackBerry MDS Application Console might lock the log file for the BlackBerry MDS Application Console and the log file cannot be archived or removed. (DT 187802)

The "[10392] Unable to open note, NID=XXXXX lines" error message is logged at too high a logging level. (SDR 363429)

Organizer data synchronization known issues

The BlackBerry® Synchronization Service does not periodically check for a valid connection to the BlackBerry Configuration Database. This issue can cause organizer data synchronization to take longer than expected. (DT 613310)

A user account might not be deleted if the account has multiple outstanding jobs. In some circumstances, before the user account is deleted, a reconciliation processing event creates new jobs for this user account causing the deletion to fail. (DT 518631)

In some circumstances, if you attempt to synchronize previous versions of the BlackBerry® Enterprise Server using the **Mapping versions** section on the **Mappings for organizer data synchronization** tab in the BlackBerry Administration Service, selecting a version other than 4.0 might not work. (DT 517424)

When synchronizing folders over the wireless network, the BlackBerry Enterprise Server resends the entire folder list each time it encounters an error in the folder. This issue can cause the BlackBerry Enterprise Server to stop responding. (DT 488509)

The BlackBerry device displays duplicate email addresses for contacts that users create to support IBM® Lotus® iNotes®. (DT 468239)

Overdue items in the To Do list in IBM® Lotus Notes® are not synchronized to a user's BlackBerry device. (DT 438725, SDR 144850)

In certain circumstances, the BlackBerry Enterprise Server completes an organizer data synchronization process when users are moved to another BlackBerry Enterprise Server. (DT 349145)

If you assign a BlackBerry device to a user immediately after adding the user to the BlackBerry Enterprise Server, multiple organizer data synchronizations will occur potentially causing excess CPU load and problems for the user until the synchronizations are complete. (DT 221467)

Workaround: Make sure that organizer data has been populated before assigning a device to a new user.

In certain circumstances, a user's contact list is rescanned multiple times during an activation, causing the activation process to take a long time. (SDR 277907)

In certain circumstances, synchronization over the wireless network can take a long time for user accounts that have a large number of contact list entries (for example, over 5000 entries). The cache is rebuilt every time the synchronization process is run on the contact list while looking for duplicate entries, causing a decrease in performance. (SDR 267839)

Setting the MaxPIMRecordTransfer registry entry to a specific value does not limit the number of contact list entries that can be synchronized to a BlackBerry device. All updated entries in the user's contact list are synchronized to the user's BlackBerry device. (SDR 264776)

The BlackBerry Enterprise Server can take a longer time than expected to synchronize the contacts on users' BlackBerry devices with the contacts in large Lotus® iNotes® contact lists over the wireless network. (SDR 250861)

Workaround: Increase the synchronization timeout to more than 200 minutes.

Performance known issues

When you upgrade the BlackBerry® Enterprise Server from 5.0 SP1 to 5.0 SP2, the setup application displays an error message that indicates that the WMI Performance Reverse Adaptor stopped working. Once the upgrade process completes, no BlackBerry Enterprise Server counters are available in the performance monitoring window. (DT 628488, DT 624426)

If you install the BlackBerry Enterprise Server on a 64-bit version of Windows Server® and you want to run Windows Performance Monitor on a computer that does not host the BlackBerry Enterprise Server, you must run the 64-bit version of Windows Performance Monitor, uninstall the 32-bit counters on the BlackBerry Enterprise Server computer, and install the 64-bit counters. (DT 450279)

If you install the BlackBerry Enterprise Server on Windows Server 2003 (64-bit), you can see BlackBerry Server counters when you open the Performance Monitoring console using perfmon /wmi. The BlackBerry Server counters do not function as expected. (DT 339324)

Workaround: Use other BlackBerry Enterprise Server counters instead.

On Windows Server 2008 (64-bit), BlackBerry Enterprise Server performance counters do not display. (DT 355265)

Security known issues

When a BlackBerry® device user recieves an S/MIME encrypted message that includes an inline image, the user cannot reply to the message from a BlackBerry device. (DT 642310)

In an environment that includes the PGP® Support Package for BlackBerry® smartphones, when a user sends a PGP partitioned encrypted message from a BlackBerry device that requires the recipient to use the **More** option to view additional contents, when the recipient clicks **More**, the message status changes to "'More' error: general failure" and the BlackBerry® Enterprise Server includes a message in the log files indicating that more data could not be sent. (DT 616708)

When a user forwards a message that includes a Native Notes encrypted attachment from a BlackBerry device, the recipient cannot view the attachment. (DT 571358)

In an environment that includes the S/MIME Support Package for BlackBerry® smartphones, when a user sends an encrypted, signed, or encrypted and signed message from the user's email application and adds a plain text attachment, the recipient's BlackBerry device displays the attachment as an unknown file. (DT 559298)

An issue exists in the BlackBerry Enterprise Server that if a potentially malicious user successfully exploits, the issue could result in a Denial of Service attack. (DT 539375)

In an environment that includes the PGP Support Package for BlackBerry smartphones, when a user sends an encrypted message with an attachment from IBM® Lotus Notes®, the recipient cannot open the attachment and the BlackBerry device displays the "Document is empty" error message. (DT 529917)

You cannot log into the BlackBerry Administration Service using Domino authentication if the DIIOP task is enabled over SSL. (DT 522986)

If the Is access to the Phone API allowed access control policy rule is set to Yes, an application can initiate outgoing calls, respond to incoming calls, or retrieve phone logs on a BlackBerry device. (DT 518136)

In an environment that includes the S/MIME Support Package for BlackBerry smartphones, a BlackBerry device can send S/MIME-signed messages before it receives service books from a BlackBerry Enterprise Server. (DT 512559)

In an environment that includes the PGP Support Package for BlackBerry smartphones, when a user sends a small PGP encrypted message, the recipient can decrypt it on a BlackBerry device but the message status is "'More' error: general failure" and the BlackBerry Enterprise Server includes the following message in its log files "Failed to retrieve and build MORE result". (DT 508071)

When a user account initializes and the synchronization information for the user account is not correct, the BlackBerry Synchronization Service might stop responding. (DT 506252)

When a user enrolls a certificate over the wireless network, the device displays an "The server is unable to find the specified certification authority profile" error message and does permit the user to process. This is an intermittent issue that occurs when the user tries to enroll a certificate immediately after the device receives the updated IT policy but the BlackBerry MDS Connection Service is not aware of the updated IT policy. (DT 501581)

Workaround: Wait for some time and try again.

In an environment that includes an RSA® certification authority, when a user tries to enroll a certificate over the wireless network and you approve the certificate request, the BlackBerry MDS Connection Service does not send the certificate to the BlackBerry device. (DT 499189)

If you attempt to assign a BlackBerry device that has been deactivated with an IT Admin command using the BlackBerry Administration Service, the BlackBerry Administration displays a message indicating the activation process is a success, when in fact the device is not activated. (DT 491663)

In an environment that includes the PGP Support Package for BlackBerry smartphones, when a user sends a PGP encrypted message that includes a contact attachment, when the recipient tries to open the attachment, the BlackBerry device displays the "A problem occurred while trying to render the page" error message. If the recipient selects "View contact" in the menu options, contact information is displayed on the BlackBerry device. (DT 490975)

When you run the BlackBerry Enterprise Server using a local system account and use SQL authentication, the SQL credentials are stored unencrypted in the Windows® registry. (DT 411908)

Workaround: Use Windows authentication instead to connect to the BlackBerry Configuration Database.

If an email message encrypted using IBM® Lotus Notes® encryption includes a zipped Microsoft® Office attachment, a BlackBerry device cannot open the attachment. (DT 403642)

Workaround: Cache the password for Lotus Notes encryption.

If a user regenerates the encryption key on a BlackBerry device, and then pulls the battery a few seconds after receiving the "Encryption Verified" message, the BlackBerry Enterprise Server does not confirm with the device that the device received the KEY_CONFIRM_PROMOTE and messages are blocked at the firewall. (DT 402026)

Workaround: Generate the encryption key again.

When a user enrolls a certificate over the wireless network from an RSA certification authority, the BlackBerry MDS Connection Service does not send the certificate request to the RSA certification authority if you configured the Distinguished Name Components IT policy rule. (DT 374481)

Workaround: Remove the information in the Distinguished Name Components IT policy rule and resend the IT policy to the BlackBerry device before trying again.

In an environment that includes a subordinate certification authority, in certain circumstances, when a user tries to enroll a certificate over the wireless network, a BlackBerry device cannot complete the enrolment process because it does not receive the certificate for the subordinate certification authority. (DT 358159)

Custom IT policies that do not permit users to change their user information on their BlackBerry devices can only be applied to Java® based BlackBerry devices running BlackBerry® Device Software version 5.0 and higher. (DT 357499)

When a user copies a large file (for example, a 746KB file) from a microSD card to a shared location, the device does not finish copying the file. (DT 315882)

You cannot change the password for the key store file that permits the BlackBerry MDS Connection Service to accept HTTPS connections from push applications. (DT 224771)

Workaround: To change the web.keystore password, you must run the setup application again on the computer that hosts the BlackBerry Administration Service. When you need to regenerate the web.keystore file after you change the BlackBerry Administration Service, you need to copy the web.keystore file to all BlackBerry Administration Service instances. You can also copy the registry value that contains the password to other BlackBerry Administration Service instances. The registry setting is HKEY_LOCAL_MACHINE\SOFTWARE\Research In Motion\BlackBerry Enterprise Server\Administration Service\Key Store.

In an environment that includes the PGP Support Package for BlackBerry smartphones, when a BlackBerry device receives a PGP signed message with an attachment, the BlackBerry device displays a "Document is empty" error message and does not display the attachment. (SDR 348851)

In an environment that includes the PGP Support Package for BlackBerry smartphones, when a BlackBerry device receives a PGP encrypted message with an attachment that is larger than 32KB, the Documents to Go® application cannot open the attachment and displays an "An internal error has occurred" error message. (SDR 305798)

If you remove a user account and reactivate it at a later time, the user cannot complete the certificate enrollment process over the wireless network. The BlackBerry Messaging Agent does not write any certificate enrollment related messages to its log file. (SDR 301794)

Workaround: Restart the BlackBerry MDS Connection Service.

Setup application known issues

If you upgrade from BlackBerry® Enterprise Server 5.0 SP1, and you are upgrading the only BlackBerry Administration Service instance in the BlackBerry Domain, the setup application permits you to remove the BlackBerry Administration Service. This can leave your organization without a running BlackBerry Administration Service. (DT 637461)

If you install BlackBerry Enterprise Server 5.0 SP2 in a BlackBerry Domain that includes a BlackBerry Administration Service 5.0 SP1 running on another computer, the setup application stops the services for BlackBerry Administration Service 5.0 SP1, but does not automatically select BlackBerry Administration Service. This can leave your organization without a running BlackBerry Administration Service. (DT 636597)

Workaround: Select BlackBerry Administration Service manually.

You cannot remove the BlackBerry Administration Service when you run the setup application a second time. (DT 630701)

CE events are not formatted correctly in the Windows® Event Viewer. (DT 630448)

Workaround:

1. Click **Start > Run**.
2. Type **regedit**.
3. Navigate to HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services\EventLog\Application.
4. Change the value of **BESCryptoKernel** to the correct path for the CE.dll file.
5. Restart the BlackBerry Enterprise Server.

When installing the BlackBerry Administration Service, the setup application might stop responding and the value of the "JVM® Option Number 8" registry key is blank if the computer does not have sufficient disk space for the setup application to extra the temporary installation files. (DT 622976)

Workaround: Add the registry key manually.

1. Click **Start > Run**.
2. Type **regedit**.
3. Navigate to \\HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\BAS-AS\Parameters.
4. Change the value of **JVM Option Number 8** to **-Djboss.partition.name=RIM_BES_BAS_HA_########_BLACKBERRYNEW**.
5. Restart the BlackBerry Administration Service.

If the computer does not have sufficient disk space, the setup application might stop responding. You might encounter this issue if the setup application needs to install the JRE™ but there is not enough disk space for the setup application to extract the JRE installation files. (DT 622355)

If you configure a BlackBerry Enterprise Server to connect to a remote BlackBerry Collaboration Service, and then install a BlackBerry Collaboration Service with the BlackBerry Enterprise Server, the local BlackBerry Collaboration Service cannot start. (DT 617662)

After you upgrade remote components from version 5.0 SP1 to version 5.0 SP2, the BlackBerry Administration Service displays incorrect version information for BlackBerry Controller instances installed with remote components. (DT 617030)

If the BlackBerry Domain includes a primary BlackBerry Enterprise Server that is not part of an high availability pair, if you remove a BlackBerry Administration Service and run the setup application again, you cannot install a standby BlackBerry Enterprise Server. (DT 615520)

When you upgrade the BlackBerry Enterprise Server from 4.1 SP7 to 5.0 SP2, the setup application prompts you for the SRP ID and SRP authentication key. (DT 614767)

Workaround: Type the SRP information and continue with the upgrade process. Duplicate errors might appear in the log file.

When you run the setup application for a second time and the setup application cannot connect to the BlackBerry Configuration Database, the setup application displays the "Error initializing system" error message and does not permit you to change the BlackBerry Configuration Database information. (DT 601826)

Workaround:

1. Click **Start > Run**.
2. Type **regedit**.

3. Perform one of the following actions:
   - If you are running a 32-bit version of Windows, navigate to HKEY_LOCAL_MACHINE\SOFTWARE\Research In Motion\BlackBerry Enterprise Server.
   - If you are running a 64-bit version of Windows, navigate to HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Research In Motion\BlackBerry Enterprise Server.
4. Remove the **Database** key.
5. Perform one of the following actions:
   - If you are running a 32-bit version of Windows, navigate to HKEY_CURRENT_USER\SOFTWARE\Research In Motion\BlackBerry Enterprise Server.
   - If you are running a 64-bit version of Windows, navigate to HKEY_CURRENT_USER\SOFTWARE\Wow6432Node\Research In Motion\BlackBerry Enterprise Server.
6. Remove the **Database** key.
7. Restart the setup application.

When you upgrade to BlackBerry Enterprise Server 5.0 SP2, the setup application does not preserve the logging level that you configure for the ASRV and ACNV log files in the BlackBerry Configuration Panel. (DT 600379)

Workaround: Use the BlackBerry Administration Service to configure the logging levels.

If you use Japanese characters when specifying the name of the BlackBerry Enterprise Server, after the installation process completes, the BlackBerry Messaging Agent cannot initialize users and the BlackBerry Controller log file and the Windows Event viewer includes the "AnalyzeEntry: Bad entry received" error message. (DT 580230)

If the setup application cannot create the BlackBerry Monitoring Service database because you do not configure database permissions, the setup application stops responding. (DT 579856)

Workaround: Configure database permissions and try again.

If during an upgrade process from BlackBerry Enterprise Server 5.0 SP1 you remove the local BlackBerry Attachment Service, and later reinstall the local BlackBerry Attachment Service but configure the BlackBerry Enterprise Server to use a remote BlackBerry Attachment Service, user cannot view attachments on devices. (DT 578530)

Workaround: Start the local BlackBerry Attachment Service.

If you choose not to use a drive, the setup application still checks the drive for disk space and displays a warning message if the disk space requirements aren't met. (DT 568730)

Workaround: Perform one of the following actions:

- Free up the disk space.
- Ensure the drive is formatted.

- Ensure the drive is accessible if it is a mapped drive or unmap the network drive.

When you upgrade the BlackBerry Enterprise Server 5.0 SP2 Beta to 5.0 SP2, the setup application permits you to change the name of the BlackBerry Enterprise Server. Do not change the name of the BlackBerry Enterprise Server. (DT 544630)

In BlackBerry Enterprise Server 5.0 SP2, you can find the BBSRPTool in C:\Program Files\Research In Motion\BlackBerry Enterprise Server. (DT 534090)

When you proceed to the **License** dialog box or restart the computer during installation process, the setup application is slow to launch. (DT 530832)

When you install a standby BlackBerry Enterprise Server, if you select BlackBerry Administration Service in the **Setup options** dialog box, you cannot cancel the selection. (DT 525015)

Workaround: Close the setup application and restart it.

If you install a BlackBerry MDS Connection Service that supports multiple BlackBerry Enterprise Server instances, if the computer does not have sufficient virtual memory, the BlackBerry MDS Connection Service cannot start. In the JVM path, the -Xmx flag is set to 1024. (DT 520221)

Workaround: Change the maximum heap size from -Xmx1024M to -Xmx768M.

If you upgrade the BlackBerry Enterprise Server from version 5.0 to 5.0 SP1 and you give the account full permissions on the BlackBerry Configuration Database and only denydatawriter permissions on the BlackBerry Monitoring Service database, the setup application does not respond. (DT 506639)

Workaround: Close the setup application, correct the permissions on the account, and run the setup application again.

During the installation process, if you add the SRP address and BlackBerry® CAL key and then import SRP information from a file, the setup application does not display the SRP address or BlackBerry CAL information in the dialog box. (DT 494069)

Workaround: Import the SRP information and then add the SRP address and BlackBerry CAL key.

The setup application does not display correct disk space requirements in the **Setup options** dialog box when you install a BlackBerry Enterprise Server for the first time. (DT 493105)

Workaround: To determine the required disk space, proceed to the **Accounts and Folders** dialog box, and then return to the **Setup options** dialog box.

After you upgrade the BlackBerry Enterprise Server, the version numbers of the BlackBerry Enterprise Server components are not updated in the BlackBerry Administration Service until you start the BlackBerry Enterprise Server components. (DT 491613)

Workaround: Start all of the BlackBerry Enterprise Server components.

After you upgrade a BlackBerry Domain from version 4.1.x to 5.0, the BlackBerry Administration Service may display one or more BlackBerry MDS Connection Service instances that do not exist. (DT 490746)

Workaround: Use the BlackBerry Administration Service to remove the BlackBerry MDS Connection Service instances that do not exist, if possible. Removing them by using the BlackBerry Administration Service is not always possible because the BlackBerry Administration Service may request that the software be removed first and this is not possible since the software does not exist.

If you install BlackBerry Enterprise Server for the first time in a pair, the PrepopulatePIMForNotesUsers trait is created more than once. There should only be one PrepopuatePIMForNotesUsers trait for the ServerConfigId for each high availability pair. This has no effect on how the BlackBerry Enterprise Server works because it only uses the first instance of the trait. (DT 480241)

Workaround: You can disregard the second instance of the PrepopuatePIMForNotesUsers trait.

When you install or upgrade a BlackBerry Enterprise Server on a 64-bit operating system, a warning message might display in the **Preinstallation Checklist** dialog box about mismatched MDAC component versions. You can safely ignore this message. (DT 475776)

If you try to uninstall a BlackBerry Enterprise Server 5.0 and then reinstall the BlackBerry Enterprise Server on the same computer with the same BlackBerry Enterprise Server name and configure it to use the same database, an error message appears stating that the setup application found duplicate entries for the computer names in the BlackBerry Configuration Database and you cannot install the BlackBerry Enterprise Server. (DT 453844)

Workaround: You must use the BlackBerry Administration Service to remove the entries from the BlackBerry Enterprise Server instances that no longer exist in your organization's environment before you can continue with the upgrade process.

If you change the BlackBerry Configuration Database on a primary BlackBerry Enterprise Server to a new BlackBerry Configuration Database, and then try to change the BlackBerry Configuration Database on the standby BlackBerry Enterprise Server, the setup application cannot complete the installation of the standby BlackBerry Enterprise Server. (DT 427076)

Workaround: Uninstall the standby BlackBerry Enterprise Server from the computer and reinstall it.

If you configure the BlackBerry Enterprise Server to use Microsoft® Office Communicator 2007 in the **Instant messaging settings** dialog box, the setup application displays the incorrect Microsoft® Office Live Communications Server 2005 (Office Communicator) in the **Summary** dialog box. (DT 427065)

If you uninstall BlackBerry Enterprise Server 4.1 and install BlackBerry Enterprise Server 5.0 on the same computer, the setup application finds software and registry keys for BlackBerry Enterprise Server 4.1 when it performs the BlackBerry Policy Service configuration validations and does not allow the upgrade process to proceed. (DT 427051)

Workaround: Reinstall BlackBerry Enterprise Server 4.1 SP6 and then upgrade to BlackBerry Enterprise Server 5.0.

When you reinstall a BlackBerry Collaboration Service, the setup application does not detect Microsoft® Office Communications Server 2007. (DT 426915)

You cannot run a BlackBerry Enterprise Server pair with different instant messaging servers configured for the primary and standby, but the setup application allows you to install the BlackBerry Enterprise Server instances with different instant messaging servers. (DT 426882, SDR 280876)

When you install the BlackBerry Enterprise Server, the setup application installs the desktop_bluetooth.dll file, which is not supported by Windows Server® 2003 and later and might cause Windows errors. (DT 400829)

Workaround: If the Windows error states that the irprops.cpl file is missing, copy the irprops.cpl file from the Windows installation files to the WINNT/System32 folder.

The setup application cannot successfully install the Microsoft® SQL Server® 2005 Express Edition on a computer that runs Windows Server 2008 64-bit. (DT 395794)

Workaround: Install the Microsoft SQL Server 2008 Express Edition.

The setup application does not display an error message if there is a mismatch between ports selected by the Microsoft SQL Server and BlackBerry Enterprise Server. (DT 391897)

If you choose the database mirroring option during the installation process and the principal BlackBerry Configuration Database is not available, the setup application stops at the **BlackBerry Montiroing Service** dialog box and writes error messages to the log file. (DT 390871)

When the setup application backs up the krb5.conf file, MdsLogin.conf file, and rimpublic.property file, it does not create unique file names for the backed up file and might overwrite previous backed up files. (DT 376496)

The setup application does not provide a notification that the Terminal Service Application mode is installed and that you cannot install the BlackBerry Enterprise Server. (DT 364214)

On certain dialog boxes in the setup application (for example, the **Administration Settings** dialog box), the setup application highlights **Back** as the default button rather than **Next**. (DT 330239)

When the setup application tries to install Microsoft SQL Server 2005 Express Edition on a computer that hosts an MSDE that includes an MSDE instance named "BlackBerry", the setup application stops responding. (DT 315437)

During the installation process, if you choose to install the BlackBerry Enterprise Server in a non-default location, the setup application cannot create the key store for the BlackBerry MDS Integration Service. (DT 313541)

Workaround:

1. Close the setup application.
2. Create the C:\Program Files\Research In Motion\BlackBerry Enterprise Server\MDS\webserver path.
3. Restart the setup application.

In certain circumstances, if you have previously installed the BlackBerry Enterprise Server on a computer without enabling **Use Active Directory authentication** on the **Setup options** page, and then run the setup application and enable **Use Active Directory authentication**, the setup application does not check whether it can communicate with global catalog servers. (DT 307428)

In certain circumstances, if you install, uninstall, and then reinstall the BlackBerry Enterprise Server and BlackBerry MDS Integration Service, the setup application does not permit you to join an existing BlackBerry MDS Integration Service pool, and the only pool name it accepts is the name of the existing BlackBerry MDS Integration Service pool. (DT 300857)

If you upgrade a remote BlackBerry Monitoring Service from version 5.0 to 5.0 SP1, the URL of the BlackBerry® Web Desktop Manager in the last dialog box of the setup application contains the NetBIOS name instead of the FQDN. (DT 296369)

If you install a standalone BlackBerry Router and do not connect to the BlackBerry Configuration Database, the setup application displays an empty **Console addresses** dialog box. (DT 263430)

In the setup application, in the **Database options** screen, the name for the **Use a Microsoft® SQL Server® database** option should be **Use an existing Microsoft SQL Server to host my database**. (DT 233462)

The default for the DebugLogMaxDailyFileAge logging registry key is 14 and therefore the MAST logs are automatically deleted after 14 days. This does not match the default of 0 for the other logging registry keys. (DT 231153)

Workaround: You can manually update the setting in the registry to 0.

The BlackBerry Collaboration Service does not start after you change the database for a BlackBerry Enterprise Server. (DT 126765)

SNMP known issues

If you configure the besSysHealthMsgFromHandheld SNMP threshold, the BlackBerry® Enterprise Server does not update the values correctly. (DT 500603)

When you fail over the BlackBerry® Configuration Database manually after you configure the BlackBerry® Enterprise Server to support database mirroring, the BlackBerry Enterprise Server does not update the imDatabaseConnConfigPropertyconnParams, imDatabaseConnBaseConfigPropertyendB, mdscsDatabaseConnConfigPropertyconnParams, and mdscsDatabaseConnBaseConfigPropertyendB SNMP values. (DT 479075, DT 479074, DT 479073, DT 479070)

Wireless calendar synchronization known issues

If you set the Disable Calendar Wireless Synchronization IT policy rule to Yes to turn off calendar synchronization over the wireless network, and then later change the policy and set the Disable Wireless Synchronization IT policy rule to No to turn on calendar synchronization again, calendar information is not synchronized between the device and the email application. (DT 643217)

Draft calendar entries that do not include any invitees are synchronized to the device when the BlackBerry® Enterprise Server performs a full synchronization process. (DT 607316)

If a user updates an instance of a recurring meeting on the device, and indicates that attendees should not receive an update, the attendees are still updated. (DT 579997)

When a user declines a rescheduled meeting request for a meeting that occurred in the past (for example, the user tries, on January 15th, to decline a rescheduled meeting request that was sent to them on January 4th), the BlackBerry Messaging Agent stops responding. (DT 534450)

If a meeting organizer sets up a recurring meeting and then updates two different instances of the meeting, the recipient can accept the first update from a BlackBerry device, but not the second update. The BlackBerry device displays "The meeting may have been updated or deleted since this mesage was sent" error message. (DT 491553)

Workaround: Use IBM® Lotus Notes® instead to accept the updated meeting invitation.

When a meeting organizer reschedules a meeting using Lotus Notes, the BlackBerry device removes the last acceptance message that it receives. (DT 482802)

If a user configures conference call information in Lotus Notes and creates a meeting invitation that includes a room and specifies the "Include conference call information in the Location" option, the device does not display the room information. (DT 472866)

Workaround: Do not configure the conference call information to auto-populate.

If you delegate recurring meeting requests, the meeting requests do not show up correctly on the BlackBerry device. (DT 432970)

Workaround: Resynchronize the BlackBerry device calendar.

In certain circumstances, changes made to the notification message for a recurring meeting using the BlackBerry device are not synchronized with the calendar in Lotus Notes. (DT 400600, SDR 257729)

When the BlackBerry Enterprise Server processes, for a large number of users, a calendar entry that includes a large number of attachments, the BlackBerry Enterprise Server might stop responding. (DT 382640)

When users use an IBM® Lotus® Domino® version 8.0 mail template, BlackBerry devices do not synchronize cancelled calendar entries. (DT 238185)

Workaround: In Lotus Notes, turn off the "Remove from Calendar" option.

If a user declines a meeting invitation from the BlackBerry device, the user cannot use the option to be kept informed of changes to the invitation, as the user can from Lotus Notes. (DT 225443)

In certain circumstances, the BESExtentionAPI fails to open an attachment that is sent from a user's BlackBerry device. (SDR 264758)

In certain circumstances, if a meeting is accepted using a BlackBerry device, the meeting status for all participants is not updated in the calendar. For example, the meeting organizer might appear as having accepted the meeting on a participant's BlackBerry device, but might appear as invited on another participant's BlackBerry device. (SDR 257304)

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